

New Leaders and Teams Excel with SDI® Insights at Renown Health



CLIENT: RENOWN HEALTH

Renown Health is northern Nevada's largest nonprofit health network and a nationally recognized healthcare leader. Renown Health delivers excellence in healthcare with a dedicated staff of over 7,000 employees, modern facilities, state-of-the-art technology, a commitment to quality care, and a role in educating future physicians and nurses.

Renown[®]
HEALTH

Industry: Healthcare

DELIVERING ON THEIR MISSION

Have you ever wondered how organizations ensure their teams deliver on their mission and make a difference in their communities? Renown Health, northern Nevada's largest not-for-profit health network, has found a way to do just that – by incorporating relationship intelligence into their culture with the help of the SDI® assessment.

BUILDING A CULTURE OF COMMUNICATION & COLLABORATION

For over a decade, Renown Health has integrated the SDI and its relationship intelligence insights into its in-house training and development programs. The assessment helps team members understand their motives and strengths and those of their colleagues to improve their self-awareness, relationship awareness, and ability to work effectively together.

For instance, during their new people leader onboarding and leadership development programs, participants complete the SDI assessment. This helps them understand why they do what they do and

how they can use their strengths to achieve their desired results.

Nicole Petersen, Manager of Organizational Development at Renown Health, says knowing how to interact with people is crucial to their work. “All of our programs start with going through the SDI and really understanding our motivations, how we show up, and how other people show up differently than us. I think the strengths and overdone strengths are key to that.”

The SDI is also used to help build positive relationships in new and existing teams, improving collaboration and productivity, and helping navigate conflict. “We just want to set the groundwork for building a new team. They're in that forming stage, or we have a team that's maybe storming and not connecting productively. So, we'll use the SDI to help them understand each other better and move through some of those conflicts,” Petersen explains.

Incorporating relationship intelligence into the flow of work has created a common language that is now a part of Renown Health's culture. “We know that we have to collaborate to deliver results. And so that's why it often is the start of our programs or training or classes. If we can't communicate effectively,



if we don't collaborate effectively, and if we can't even express our point of view effectively, it makes it really hard to do great work," Petersen says.

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NICOLE PETERSEN



STRENGTH DEPLOYMENT INVENTORY®

Based on the Strength Deployment Inventory (SDI) and five decades of research in relationship theory, Crucial Teams is a course that helps people better understand themselves and others to build healthy relationships for more productive interactions. Teammates explore their own and others' motives, the different strengths each member brings to the team, and the behaviors that can trigger conflict in the team. This engaging and illuminating team experience fosters increased understanding and appreciation for others and helps teammates better manage their perceptions and reactions, leading to more effective collaboration and teamwork. The course is available in virtual and in-person learning formats.

ABOUT CRUCIAL LEARNING®

Crucial Learning improves the world by helping people improve themselves. We offer courses in communication, performance, and leadership, focusing on behaviors that have a disproportionate impact on outcomes, and an assessment that helps individuals and teams form productive relationships. Our award-winning courses, assessments, and bestselling books include Crucial Conversations® for Mastering Dialogue, Crucial Conversations® for Accountability, Crucial Influence®, The Power of Habit, Getting Things Done®, and the Strength Deployment Inventory®. Together they have helped millions achieve better relationships and results, and nearly half of the Forbes Global 2000 have drawn on these solutions to improve organizational health and performance.

