

PROVIDER & MANAGER

Collaborative Agreement

**Southern Ohio
Medical Center**

Very Good things are happening here

- + I am your manager and partner.
- + I am not your boss, nor are you mine.
- + I am critical to your success, and you are critical to mine.
- + I am our office team leader.
- + A high-performing office team is essential to our mutual success.
- + I am passionate about creating an atmosphere where you can succeed; I am also passionate about achieving and sustaining organizational results in support of our strategic values.
- + It is my job to tell you the truth when no one else will.
- + I will do my best to make my expectations for you clear; I expect you will do the same for me.
- + For us to achieve our individual and team goals, I expect us to communicate openly and often.
- + I expect you to be a respectful team player at all times, and you should certainly expect the same from me.
- + I expect both of us to guard against emotional arousal; it scars relationships, impairs communication and undermines team effectiveness.
- + SOMC leaders keep no organizational secrets; when you speak with me, I expect you to realize that you are speaking not just with me but with other SOMC leaders who are dedicated to your success and the organization's goals.
- + Of course, we will not always agree; once a final decision has been made, I expect us to present a united front both in public and in private.
- + All of us are strongly tempted to spin the facts to support our views; I expect both of us to guard against this natural tendency.
- + We will always be tempted to take different positions on issues depending on our audience; I expect us to challenge each other when we fall into this trap.
- + I expect that we will hold each other accountable for producing exceptional results.
- + I will speak with you directly when you are not meeting my expectations; I expect that you will do the same with me.

Provider

Manager

Date