

## **Appendix A: Interview Guide**

### **Introduction/Consent**

Thank you for taking the time to chat with me today. My name is \_\_\_\_\_ and I am \_\_\_\_\_.

The purpose and goal of these interviews is to find out what aspects of RLI resonated most with people and what was not as effective. We are also hoping to learn how you have been able to apply Relational Leadership principles in your work and personal communities.

Before we get started, do you have any questions about the interview? I would like to record the interview. We will keep it confidential, and all responses will be deidentified and kept anonymous. Is it ok with you if I record this interview? Thank you.

[NOTE: After the interviewee says yes, turn on recorder, ask again and capture assent on recording. Do NOT say the participant's name on tape, if possible. If names are said, note where they occurred so we can strike them. Make a cross-walk to send to transcriptionist.]

Are you okay with being recorded?

Thank you. Let's get started.

<b><i>Category</i></b>	<b><i>Item</i></b>	<b><i>Question stem &amp; probe</i></b>	<b><i>Reference for category development</i></b>
Rapport and Introduction	A	Interviewer to introduce their role, position, and involvement with RLI. 1. Could you first tell me a bit about yourself?	(Institute for Healthcare Improvement, 2019; Centers for Medicare and Medicaid Services, 2018)
Reflections on RLI Experience	1	I'd like to start by having you think back to your time in the RLI program. Would you tell me a bit about your experience in the program in general? Probe on: <ul style="list-style-type: none"><li>• What aspects of the course did you enjoy or appreciate the most? Why?</li><li>• What aspects of the course did you enjoy or appreciate the least? Why?</li><li>• Are there one or two experiences that stick out for you? Could you share one of those? [OK to share more than one]</li></ul>	

		<ul style="list-style-type: none"> <li>•</li> </ul>	
RLI Program Impacts	2	<p>In what ways, if any, has participating in RLI impacted your professional work?</p> <p>Probe on relational leadership domains:</p> <ul style="list-style-type: none"> <li>• What has changed about how teams you belong to function?</li> <li>• What has changed about your approach to advocating for change/moving change forward?</li> <li>• What has changed about your self-awareness regarding how you approach your work or conflict or how you interact on teams?</li> <li>• What has changed about how you approach coaching others and supporting their development?</li> </ul> <p>Show list of modules. What stuck out as things you liked and what did not resonate with you as much?</p> <ul style="list-style-type: none"> <li>• Where do you find yourself using RLI lessons/principles in your life</li> <li>• Within the workplace, what is most relevant?</li> <li>• Are there any nuances to the context of your workplace that RLI did not account for?</li> </ul> <p>(Is RLI meeting your needs in the workplace? Is there something that can be changed within the structure to accommodate something unique about your work culture?)</p> <p>In what ways, if any, has participating in RLI had an influence on your personal life? Probe on:</p> <ul style="list-style-type: none"> <li>• What skills that you learned in RLI do you use with family and/or friends</li> </ul>	

		<p>In what ways, if any, has your participation in the RLI program impacted your sense of wellbeing? Probe on:</p> <ul style="list-style-type: none"> <li>• Job satisfaction</li> <li>• Stress level</li> <li>• Burnout</li> <li>• Interpersonal relationships: Professional? Personal?</li> </ul> <p>Now, I would like you to think about the different type of communities to which you feel connected. Here, I'm thinking about small groups or communities, like a faith-based group or a volunteer group</p> <ul style="list-style-type: none"> <li>• Could you tell me the different communities to which you feel connected?</li> <li>• What attributes of these groups made you feel connected to them?</li> </ul> <p>Take a moment to think about how you engage in these different communities</p> <ul style="list-style-type: none"> <li>• How has your participation in RLI changed what groups you feel connected to?</li> <li>• How has RLI changed how you engage in the communities that matter to you?</li> </ul>	
RLI Training Feedback	4	<p>Have you participated in other leadership development activities other than RLI?</p> <p>If yes, how did RLI compare to those?</p> <ul style="list-style-type: none"> <li>• We are hoping to find out what the "special sauce" of RLI is.</li> <li>• What are the unique features of RLI?</li> </ul> <p>Within RLI we talk about the term "Psychological Safety."</p> <ul style="list-style-type: none"> <li>• <b>When did you feel like you attained this? What about the group worked?</b></li> </ul>	(Institute for Healthcare Improvement, 2019)

		<p><b>Was there an activity that turned the corner?</b></p> <ul style="list-style-type: none"> <li>• How would you describe your psychological safety during the course – both during small group sessions and larger cohort sessions.</li> <li>• What fostered this feeling?</li> <li>• What may have pushed you to feel uncomfortable?</li> </ul>	
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