Local Interaction Patterns

Exchange Information:
- Listen
- Give information
- Receive information
- Explain
- Verify meaning

Connect:
- Be Approachable
- Pitch-in
- Seek assistance
- Reciprocate
- Coach/Mentor
- Show appreciation
- Give respect
- Say thank you
- Give praise

Cognitive Diversity:
- Pay Attention
- Ask questions
- Give feedback
- Receive feedback
- Suggest alternatives
- Sensemaking

Emergent Characteristics

Work Environment
- Reciprocity
- Respect
- Teamwork
- Learning
- Better care processes (e.g., planning, decision making)

Individual Staff
- Feeling good
- Confidence
- Satisfaction

Resident Care
- Better quality
- Patient safety
- Better health outcomes
- Improved quality of life

Opportunities for Interaction
Examples:
- Chance encounters
- Rounds
- Meetings
- Shift report
- Lunch breaks