

The Isaac Industrial Relations Symposium 2012

In honour of
Emeritus Professor Joe Isaac AO

“Using the Power of Working Relationships to Achieve Organisational Resilience and Sustainability: A Multi-Stakeholder Approach”

The Centre for Human Resource Management at the University of Melbourne and the Faculty of Business and Economics at Monash University invite you to attend:

TIME: 2.00pm - 4.30pm

DATE: Friday 24 February, 2012

VENUE: ICT Theatre 1, Ground Floor, ICT Building, 111 Barry Street, Carlton

RSVP: To reserve your place at this free event please email: isaac-workshop@unimelb.edu.au by 19 February, 2012. Please include Isaac Symposium in the subject line.

The symposium will conclude with a late afternoon reception.

ABOUT THE SYMPOSIUM

This symposium was developed jointly by the University of Melbourne and Monash University to recognise and highlight the outstanding and continuing contribution to industrial relations by Emeritus Professor Joe Isaac. Professor Isaac has long been one of Australia's most distinguished scholars and practitioners in the field of industrial relations.

PROGRAM

Keynote Speech: Using the Power of Working Relationships to Achieve Organisational Resilience and Sustainability: A Multi-Stakeholder Approach
Professor Jody Hoffer Gittell



Based on her studies of healthcare, airlines and other industries, Professor Jody Hoffer Gittell has developed the innovative concept of relational coordination – coordinating work through relationships of shared goals, shared knowledge and mutual respect. She has shown that relational coordination between frontline workers drives quality and efficiency performance, and that high-performance work

practices can be designed to support relational coordination. But relational coordination among workers is not sufficient. Relational coordination must be extended to include multiple stakeholders – workers, managers, customers, unions and investors – to achieve organisational resilience and sustainability in times of uncertainty and crisis.

Commentators:

MAX OGDEN,
Foundation for Sustainable Economic Development and previously with the Metal Workers Union & the Australian Council of Trade Unions

PETER HOLLAND,
currently with La Trobe University and previously with Toyota

Vote of thanks and closing remarks:

THE HON. SENIOR DEPUTY PRESIDENT JENNIFER ACTON,
Fair Work Australia

ABOUT THE SPEAKER

JODY HOFFER GITTELL is a professor of management at Brandeis University's Heller School for Social Policy and Management and Director of the Relational Coordination Research Collaborative. Her research explores how coordination contributes to quality and efficiency outcomes. She has developed the notion of relational coordination, proposing that highly interdependent work is most effectively coordinated through relationships of shared knowledge and mutual respect, and demonstrating how organisations can support or undermine relational coordination through the design of their work systems. Dr. Gittell is the author of dozens of peer-reviewed articles and chapters as well as several books, including *High Performance Healthcare: Using the Power of Relationships to Achieve Quality, Efficiency and Resilience*, *The Southwest Airlines Way: Using the Power of Relationships to Achieve High Performance*, *Up in the Air: How Airlines Can Improve Performance by Engaging their Employees* and most recently *Sociology of Organisations: Structures and Relationships*.



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