

TEAMWORK

Rapid Improvement Resource

WHAT DO HEALTHY RELATIONSHIPS LOOK LIKE?

- Respect
- Trust and Support
- Honesty and Accountability
- Shared Responsibility
- Economic Partnership
- Negotiation and Fairness

WHAT GETS IN THE WAY OF HEALTHY RELATIONSHIPS?

1. Words that pay lip service.
2. Patterns of old behavior.
3. Forgetting the human connection.
4. What else?????

DESCRIBE THE ATTRIBUTES OF...

THE BEST TEAM YOU HAVE BEEN A PART OF...

THE MOST CHALLENGING TEAMS YOU HAVE BEEN A PART OF...



FOUR ELEMENTS OF HEALTHY TEAMS

1. **Trust**—to have confidence or faith in.



BEHAVIORS THAT DEMONSTRATE

- Do what you say you will do
- Speak directly to a person
- Be direct and honest
- Be transparent

BEHAVIORS THAT DESTROY

- Gossip
- Talk about person not to person
- Not do what you said you would do
- Withhold information, share bits not entire facts

Communication—the process of transferring information from one entity to another and feeling safe sharing difficult information.



BEHAVIORS THAT DEMONSTRATE


- Active listening
- Paraphrasing to make sure I understand
- Keeping eye contact when talking to someone
- Choosing words that reflect caring and compassion
- Asking for someone's opinion

BEHAVIORS THAT DESTROY

- Digital distractions
- Interrupting individuals while they are speaking
- Walk away when someone talking
- Not paying attention
- Tone of voice: rolled eyes
- Acting rushed or disinterested




Competency—individuals possess the necessary work related skills and behavior needed to effectively perform in a role.



BEHAVIORS THAT DEMONSTRATE	BEHAVIORS THAT DESTROY
<ul style="list-style-type: none">Does expected work in timely mannerKeeps team members/patients informedProjects confidenceLeaves work place in good condition	<ul style="list-style-type: none">Does not or will not or cannot complete tasks assignedIncomplete workSloppy or inconsistentCavalier or challenges all questionsInconsistent follow through

Respect—interest: a feeling of friendship and esteem.



BEHAVIORS THAT DEMONSTRATE	BEHAVIORS THAT DESTROY
<ul style="list-style-type: none">Demonstrates genuine interestTone of voice and body languageShowing sincere appreciation of others/gratitudeAcknowledges and greets othersUsing manners (Please/Thank You)Asking for input	<ul style="list-style-type: none">Forgetting the human connectionFailing to acknowledge peopleLack of eye contactTelling vs. askingLack of self awarenessCondescending or dismissive words and behaviors



TEAMWORK DIAGNOSTIC

Reflect on each component of healthy teams based on how you interact with each other

Each team member rates the following using a scale of 1-5 (1 being poor and 5 being excellent)

Healthy Team Components	1 Poor	2	3	4	5 Excellent	What would Excellent Look Like?
Trust	①	②	③	④	⑤	
Communication	①	②	③	④	⑤	
Respect	①	②	③	④	⑤	
Competency	①	②	③	④	⑤	

DEBRIEF

Where are our strengths?

Where are our opportunities?

Where do we go from here?

ALWAYS BEHAVIORS

What are 3-5 behaviors we can commit to with each other to improve teamwork?

- 1.
- 2.
- 3.

How will we support and hold each other accountable?

