

Strengthening Teams – an Enabler Approach

Understand Your Team

- Complete team assessment specific to target team audience (e.g. Team STEPPS for clinic environments, Accreditation Canada survey for PCN Boards, Adaptive Reserve for PCNs, or equivalent.)

The Team Assessment helps ...

- Know your team's strengths and challenges
- Gain clarity around the team's focus and where it is going.
- Ensure each team member contributes in his/her best way.
- Work toward and promote team harmony.
- Define team processes and approaches for greater efficiencies.

Potentially Better Practices – Implementing the Fundamentals

Co-ordinate the Work We Do Together (Huddles or Briefs/Debriefs)

(These approaches may be huddles or briefs/debriefs and provide the opportunity to promote ongoing improvement in areas such as team process, team perspectives on patient care, team focus, and team agility.)

Understand Yourself (Self-assessment)

(A Self-Assessment enables team members to understand themselves and their energies, understand their colleagues and their energies, and how each contributes, albeit perhaps differently, to the success of the whole team.)

Build Team Cohesion (Team Behavioral and/or Patient Centered Norms)

(Devising behavioral norms helps understand and promote core behaviors amongst team members and even how team members approach key stakeholders.)

Talk that Matters (Strengthened Communication)

-simple feedback

-courageous conversations

(Simple conversation models that help strengthen teams regardless of where they originate – clinic teams, PCN teams, integrated care teams, or Board teams.)

Clinical Teams

Governance Teams

PCN Teams

Integration Teams.

Ongoing / Sustainability Phase:

Continue to Build Your Team's Strength

- Opportunity to gain additional skills and/or tools to help your team become stronger and more effective. Some ideas include:
 - Conflict resolution
 - Influence
- Team purpose, vision & values
 - Decision making
 - Leader champions.
 - Other ...

Purpose: Support the development, testing, and implementation, through partner organizations, of tools and processes focused on the behaviors that strengthen teams in a way that can be scaled and synergistic within the system.