



Teamwork and Communication Skills

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Principles for Being Together in a Good Way

- Arrive in a good way – rested and with a grounding object
- Practice upholding one another and supporting one another
- Be aware of our behaviors that look like helping but are harming
- Invite deep listening with your whole self and remember to **W.A.I.T** (Why Am I Talking) to more equitably share airtime and space
- Assume best intent
- Be together in the unknown and welcome discomfort and weird interruptions
- Take responsibility for your own learning

* Taught with appreciation and approval from Maggie Anderson, Grace Club and Decolonize First workshop (2020).



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A great Day at Work...



Take a minute on your own to think about a **great day working with a team** (past or present).
What was happening? What made it great?



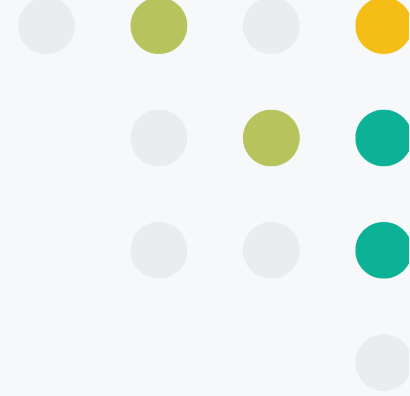
In the breakout room, each discuss what made their day great!

Note any common themes.

Be prepared to share afterwards.



A Great Day at Work: Group Discussion



A Team Is...

“...a team is a small number of people with complementary skills who are committed to a **common purpose**, performance goals, and an approach for which they hold themselves **mutually accountable**.”

Teamwork Is...

“A dynamic process involving two or more professionals with **complementary skills**....accomplished through **interdependent collaboration**, open communication and shared decision-making.”



Non-Technical Skills

Hard Skills
Teachable abilities or skill sets that are easy to quantify.

vs.

Soft Skills
Also known as "people skills" or "interpersonal skills."

你好好吗? Proficiency in a foreign language

A degree or certificate

Typing speed

Machine operation

Computer programming

Communication

Flexibility

Leadership

Teamwork

Time Management

When You're Engaged, How Does that Impact Your Work?

There is LESS...

There is MORE...



Power Distance Index (PDI)

“Power distance is the extent to which the less powerful members of organizations and institutions **accept and expect that power is distributed unequally.**”

Outcomes of PDI in Your Workplace

- Unpleasant work environment
- Lack of communication between team members
- Client harm
- All of the above

Mitigated Speech

When we speak in a submissive way in order to be polite or show deference to authority.

Silence



Psychological safety allows for moderate risk-taking, speaking your mind, creativity, and sticking your neck out without fear of having it cut off.

LAURA DELIZONNA

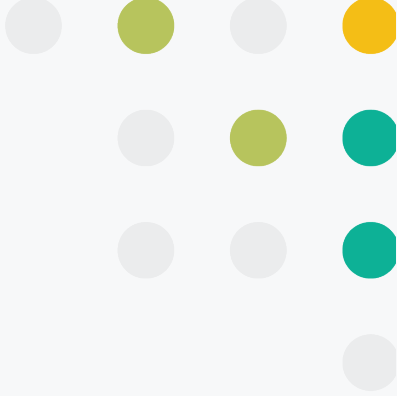


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“If teams are the foundation of health care delivery, then **communication is the cement** which holds teams together.”



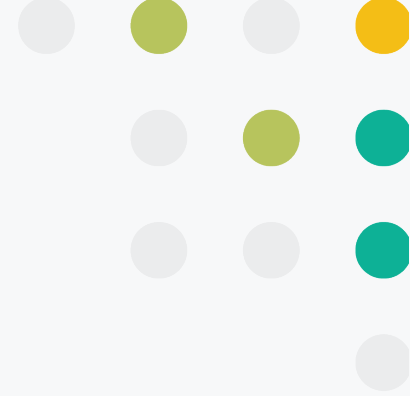
Four Communication Styles



Breakout Discussion (20 min)

- What do you have in common and what is different about your styles?
- What improvements could you make to your team's communication to take into consideration the variation of styles on your team?
- How do you think you could leverage communication style differences to strengthen your team?

Group Discussion: Communication Styles



Strategies to Address Mitigated Speech

- Take a look at your own patterns
- Have an open discussion about the role mitigated speech plays on your team
- Create a teamwork agreement with your team
- Use a structured approach for communication



Humble Inquiry Hat

“What’s going on?”

“Tell me your experience?”



Diagnostic Inquiry Hat

“What caused it?”

“What have you tried so far?”



Confrontational Inquiry Hat

“Have you thought of...?”

“Didn’t that upset you?”



Reducing the PDI on Your Team

- Have an open discussion on your team about PDI and its role
- Reduce the use of titles
- Ensure all team members know each other's names and roles
- Use huddles

Strategies to Address Silence

- Think about the “patterns of silence” on your team.
Name the elephant!
- Consider other ways to engage the team when silence becomes the norm
- Model behaviour

Strategies to Enhance Psychological Safety

- Formal & informal leadership
- Trust
- Facilitate collaboration across disciplines
- Ask for feedback
 - *Listen*
 - *Respond. If you can't, close the loop.*



Anything Else?

