

Teamwork and Communication Action Series

Wave 4 - Coaching Session 1
Foundations of Strong Teamwork and
Communication

November 5, 2020



Teamwork &
Communication Action Series
BC PATIENT SAFETY & QUALITY COUNCIL

This Session is Being Recorded

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Action Series Roadmap

Wrap Up
Celebration
February
18/21

Orientation
Kick Off
October
15/20



Today's Goals



Answer your questions from Learning Session 1 and Action Period Homework in more detail



Build your capacity to try out the new strategies and tools we've provided

Question 1

Fishbowl Exercise:

How do we address complacency in the workplace?

Not for disengaged people but people who come to work and just do the basics.

Question 1: Discussion Notes

- Burnout?
- Transparent/candid conversations – if they aren't happening, why not?
- Could be lack of motivation for the “mundane” tasks that aren't high-acuity which I feel is what a lot of nurses feel that 'real' nursing is
- Rewards = engagement
- Role is now rewarding for them (too easy, too hard)
- Discuss as a team - Inspire a shared vision – Teamwork agreement
- Frame it in a positive way: how do we increase engagement vs addressing complacency
- Lead by example
- Mentorship or unit ambassador that is a peer who can check in

Question 1: Discussion Notes

- In terms of rural nursing and culture, are we represented in a way that make us proud? makes us want to work to the fullest and greatest capacity we can? I am a rural nurse and I can tell you no, we are not valued as the specialist we are, its a cultural norm to assume that rural nurses are jacks of all trades master of none. I like to reframe it as we are generalist in a specialized world, and I love to highlight the beauty and complexity of rural medicine now that I am a leader.
- Figure out what is caring – and feedback is caring because it helps grow people!
- All approaches discussed apply to clinical and non-clinical
- All team members - share a learning or personal goal during staff meeting - to normalize continuous growth/improvement
- Be curious about conflict & understand that conflict itself is not bad-its how we approach it

Question 1: Discussion Notes

- Change the word 'conflict' to 'conversation'
- Show vulnerability
- Curiosity is the antidote to judgement
- I think we need to take care with labelling "disengaged people" - people have days when they are more or less engaged - it will depend on what is going on in someone's personal life, what work they are doing (they may be really engaged with one task and not on another), or may have received poor feedback for a task they have worked hard on etc. Moods and levels of engagement will vary a lot, not just for the time, but also according to the team they are working on etc.

Question 1: Discussion Notes

Re-engagement Strategies:

1. Upholding core values – teamwork agreement!
2. Understand and provide opportunities for growth
3. Recognize top performers – human nature to be motivated with positive reinforcement
4. Promote transparency – there will be times for discretion but keep people in the loop of the behind the scenes work
5. Allow for honest feedback – and use it!
6. Hold team members accountable – can't always rely on the engaged people otherwise they burn out
7. Hold yourself accountable – lead by example!
8. If applicable, revamp office space – to promote cross communication and build stronger relationships
9. Don't forget to assess – measure your employee engagement! The surveys involved in this action series

Question 2

How do we create a more positive culture?

- Where there is more complimenting on work well done instead of pointing out the negative work and fault finding
- Where basic appreciation is shown –saying thank you
- Healthy group discussions – eliminate gossip, enhance engagement and addressing silence

Question 2: Discussion Notes

- Lead by example
- Transparency helps reduce gossip
- “Give thanks board” – staff put up pictures and little card with person’s name and what they did
- Lead by example: Say thank you every time you see someone doing something right
- Create mailboxes for staff to receive anonymous ‘kudos’ notes – creates safe way to communicate within a team
- Make intentional and conscious choices every day

Question 2: Discussion Notes

- "Be kind whenever possible, it is always possible"
(Dalai Lama)
- BCPSQC to provide education related to Fierce Conversations
- Focus on commonalities rather than differences; spread gratitude outside of your immediate team or silo
- Specificity in feedback (both negative and positive) is critical!

Question 3

How do we move to a culture where people offer to help versus having to ask for help?

-above discussion notes apply to this question

Action Period Homework -where are you at?

- Required – 1. Create a teamwork agreement
- Optional – 2. TRIZ
- Optional – 3. 15% Solutions
- Optional – 4. Guided discussion on webinar topics
- Optional – 5. Watch and discuss “how does your team communicate video”

DUE: November 9, 2020

Next Learning Session



November 12, 2020
12:30 pm – 1:30 pm

culture@bcpsqc.ca

Give Away



Take Away

A word cloud of conversational concepts arranged in a diamond shape. The words are written in a cursive, handwritten style. The central words include 'lead-by-example', 'authentic', 'positive-example', 'contribution', 'coaching', 'grateful', 'acknowledgement', 'positive knowledge', 'no-gossip', 'energy', 'attitude', 'appreciation', 'grace', 'compassion', 'walk-the-talk', 'questions', 'same-issues', and 'conversation-vs-conflict'. The words 'messy-conversation' and 'curiosity' are written along the left and right sides of the diamond respectively. The word 'emotional-contagion' is written along the right side, and 'kindness' is written near the top right.

lead-by-example
authentic
positive-example
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kindness