



Action Series on Teamwork and Communication:

Coaching Webinar #1

April 4, 2019



BC PATIENT SAFETY
& QUALITY COUNCIL
Working Together. Accelerating Improvement.

Action Series Roadmap



Today's Goals:



Answer your questions from Webinar 1 in more detail



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





Question 1:

We have one team member who constantly rolls her eyes – perhaps so often that she forgets. It's just normalized on the team now and she gets away with treating people poorly.



Crowdsourcing: How to manage respond to non-verbal cues?

check in with person

✓ Chat with them casually after

ignore, address one-on-one ✓

^YES

ask do we want a pause?

to check in ... give people a chance to explain, usually 1 to 1 not feeling safe enough with the person to address it ✓

ask one to one

could do a group check in to see where people are at

one to one conversation
stretch moment

✓ I ask something, anything to change the channel

Call it out

give the group an opportunity to respond, mentioning those who have been quiet and suggesting that they speak up (in general not calling out)

time for 2, 4, all rule

Take a break

✓ check how their day is going? ✓

Engage them. How are they feeling? ✓

one on one, out of curiosity, not judgement ✓

mention you are asking out of concern
ask for clarification - privately?

is everything ok? ✓





Learning something new = consciously incompetent. It's an uncomfortable place to be!

Address it with "I" language! I'm feeling awkward here - this is new and a little uncomfortable. Anyone else?

Question 2:

Avoid using "you"!

Creating the Teamwork Agreement was really awkward. Some team members didn't even show up to the meeting. Any tips?

Say "I" when you mean I!





Question 3:


I want to start using the ATTIC cards. Our huddles are only 10 minutes long, so I need something we can do quickly but encourages people to speak up!



MAKE A TEAM WITH...

In this activity, team members must act quickly to form small teams based on instructions that you shout out. The aim is to strengthen communication and help teach participants to "think on their feet" when needing to make quick decisions.



 15-20 minutes

 Minimum of 10

 None

Source: Adapted from Mindtools

DEBRIEF *(following the activity)*

- How did you communicate during this activity?
- What communication strategies worked well?
- What communication strategies did not work well?
- What communication strategies could we embed into our day-to-day environments to help make communication more effective?
- Were you surprised by what you had in common in the room?
- Were you surprised by differences in the room?

WHAT TO DO

1. Explain to participants that they will have to form a team based on the instructions that you shout out. For example, some instructions could include getting into a team with people who have the same number of children as you, or getting into a team with people who are born in the same month as you.
2. As the facilitator, shout out the instructions for the team request. Encourage participants to work as quickly as possible.
3. Once a team is complete (i.e. all the people in the room with two children have come together), participants can shout out or sit down to signal that their team is finished.
4. Repeat the exercise as many times as you want.



CAMPFIRE

Much of what we learn is through storytelling. Campfire is an informal exercise that helps participants develop diplomacy and teamwork skills through trial and error, and by sharing successes and failures. The purpose of the activity is to reveal commonalities through shared experiences.



30-60 minutes



4-8



- Post-it notes
- Markers

Source: Adapted from Gamestorming

DEBRIEF (following the activity)

As the facilitator for Campfire, your role is to encourage storytelling and experience sharing. The point of the activity is for participants to hear each other's stories, encourage sharing and help to highlight similarities in experience.

- What did you have in common with your team?
- Are there any themes that arose from each story?
- What did you not have in common?
- What did you learn about your team members?

WHAT TO DO

1. Before the meeting, come up with ten words that can be used as trigger words to start the storytelling. Try to keep the words positive or neutral: happy, work travel, ideas, work, opportunity, etc.
2. Write each word on its own post-it note.
3. Post the sticky notes together in a visible spot on a wall.
4. Provide participants with pens and their own blank post-it notes.
5. Show participants the "wall of words" and ask them to take a few minutes to look over the words and recall a work story associated with one of the words.
6. To demonstrate how the activity works and help the group warm up, start the storytelling session yourself by removing one of the words and posting it somewhere nearby on the "story wall" as you share a story associated with that word.
7. Now, ask a participant to select a word from the "wall of words," post that word on the "story wall," and share their story. As that person is talking, ask the others to jot down new words that come to mind based on that story.
8. When the story is finished, ask for a new volunteer to use one of their own words or select a word from the "wall of words" and post it to the "story wall" while sharing their story. Repeat this process to create a "story wall" which will act like an archive of the campfire conversation.
9. Before you "put out" the fire, ask the players if there are any lessons learned they want to add.

do you have suggestions to adapt these for mobile teams who meet over webex?



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Get clear on your intent

"Managing up"

Question 4:

A lot of the issues our team has relates to how senior management communicates with them. There aren't any senior leaders on the action series team. What can I do to help address this?



Don't hijack the person with ideas as soon as they walk into the building...or is the first thing you say

Crowdsourcing: How to manage

“up”? informal, real conversations

little changes, big ripples

Don't surprise them with it

You may need to water that seed

Plant little seeds of your learning ✓

be curious and ask them how they like to e.g., be communicated with; ask for their best experience with

Love the storytelling idea

always try and understand the individual be respectful

ask for advice- everyone likes to give advice

present problems and solutions

Empathy, they may not be getting the opportunity to learn like we are

listen with intent

Provide choice

informal and formal conversations up across and down

create human to human interactions rather than manager to subordinate

how they want the information ✓





Question 5:

Every time our team has a meeting, we end up talking about the same issues. Everybody is stuck. How can we stop telling the same story?



What have you done so far?

- 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”



What's been your biggest learning so far?

Defining the scope of the team for this agreement. :)

^Great!

Don't call my boss boss :)



Power distance index

mitigated speech!





Next Webinar: 14:00 – 15:00
Thursday, April 11, 2019



**Engaging in
Unstructured
Communication
Webinar**



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