



Action Series on Teamwork and Communication:

Coaching Webinar #3

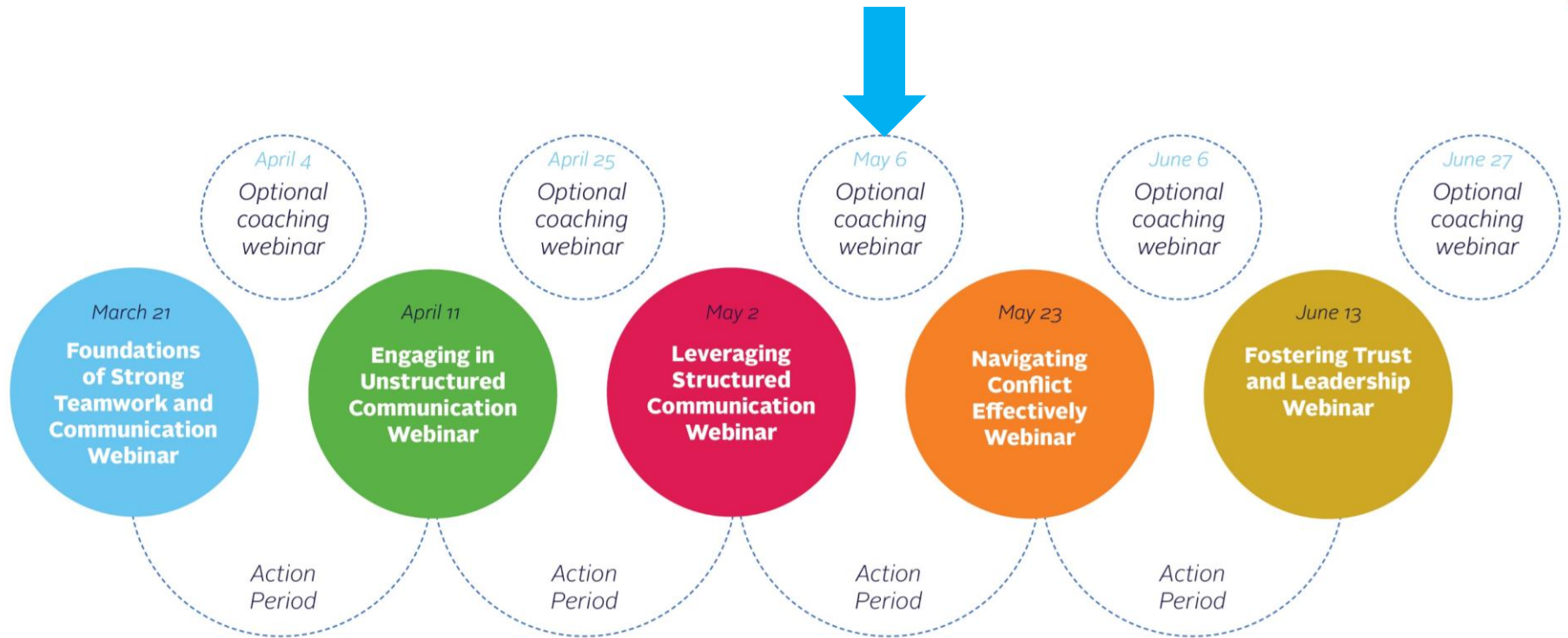
May 16, 2019



BC PATIENT SAFETY
& QUALITY COUNCIL

Working Together. Accelerating Improvement.

Action Series Roadmap



Today's Goals:



Answer your questions about structured communication tools in more detail



Build your capacity to tackle the “tricky stuff” on your team



Crowdsource: What structured communication tools have you tried?



Crowdsource: What's been harder than you anticipated?





Question 1:

There is a perception that leadership plays favourites among geographies in our distributed team. How can I help address this?



Crowdsource: Tips for managing virtual/dispersed teams?





Question 2:

It feels like things are getting worse – not better – as the action series progresses. People are acting out more. Why would this happen?



Crowdsource: What challenges have arisen that you didn't anticipate?





Question 3:

I have a staff member that refuses to change or engage. The automatic answer is “no” to everything. This is an ongoing source of conflict and tension in the group. Help!



Crowdsourcing: How do you help break down “walls”?





Question 4:

How do I know when to “step in” and assist with a conflict between two teammates – and when to leave it alone?



Crowdsourcing: When do you step in?



Next Teaching Webinar

**Navigating
Conflict
Effectively
Webinar**

**Thursday, May 23
14:00-15:00**



How to get a certificate of completion

- ✓ Attend all teaching webinars
- ✓ Submit all required action period work
- ✓ Complete the final evaluation survey sent after the Action Series

