



# Action Series on Teamwork and Communication:

## Coaching Webinar #5

June 27, 2019



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



# Action Series Roadmap





# Today's Goals:



Answer your questions about fostering leadership and trust in more detail (and any final questions!)



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







**Joy in the workplace  
builds better teams**



# How have you enhanced JOY?

Taking the time to have more social conversations throughout the day

Packed lunches!

someone brought candies to a long meeting

went out for lunch with team members

went for lunch with team members

We will have a game day next friday



smiled more

I brought in flowers to my office :)

I say thanks always!

genuine interest and humour





Question 1:

What are the top things we should do to build a team of informal leaders?





# The 3 elements of trust

1. Relationships
2. Judgement
3. Consistency

Harvard Business  
Review, 2019





# Create the right environment

## 1. Relationships

- Huddles and regular meetings
- Create & re-create your shared purpose

## 2. Judgement

- Give opportunities for peer learning & teaching
- Celebrate the “wins”

## 3. Consistency

- Practice closed loop communication
- Use predictable framework to have difficult conversations
- Have regular opportunities to show up in the right way





# 13 behaviours of high trust leaders

**TALK**  
STRAIGHT

**CLARIFY**  
*EXPECTATIONS*

**EXTEND**  
**TRUST**

DEMONSTRATE  
*RESPECT*



CREATE  
TRANSPARENCY

**SHOW**  
**LOYALTY**

CONFRONT  
REALITY

**GET**  
BETTER

DELIVER *RESULTS*

**RIGHT**  
**WRONGS**

**PRACTICE**  
ACCOUNTABILITY

*LISTEN*  
**FIRST**

**KEEP**  
COMMITMENTS



# What makes you feel confident in being an informal leader?

knowing there won't be criticism if I'm not perfect

compliments

acknowledgement

building a skillup tree

space

appreciation and acknowledgement

common understanding of what my role is

Support

encouragement

being invited

a non judgemental environment

when group receives it well

orienting a new colleague

easier because it's not expected

within your skill-set

clarity

Trusting your team won't take advantage...

when i am set up for success

by encouraging team member based solutions that they hold their own feet to the fire...

Feedback and thanks!

allowing people to make mistakes

being trusted

opportunity





## Competency compulsion

- > Natural thing! We will have a reaction when someone is recognized for work similar to what you do.
- > We build our self esteem on this - and feel threatened if we are scared that we aren't seem as competent

### Comment 1:

It seems like everyone is jockeying to be informal leaders – and that we end up competing for the spotlight.

COMPETITION: PERCEPTION THAT THERE IS SCARCITY

MUST BE A BELIEF IN ABUNDANCE!





# How do you respond to “jockeying” in your team?

Depends on the position, and my knowledge on the subject

rely on the masses to determine how I feel. I know what hte people who are important to me, think.

Transparency!

carving out time per person

celebrate the result, not the individual



... to write something here admits you jockey...

There is always abundance of tasks/problems to choose from. Discuss tasks as a team, let everyone pick a task to be accountable for. This task is a place to shine for that person

sit back and enjoy the show

Ignore it

using structure





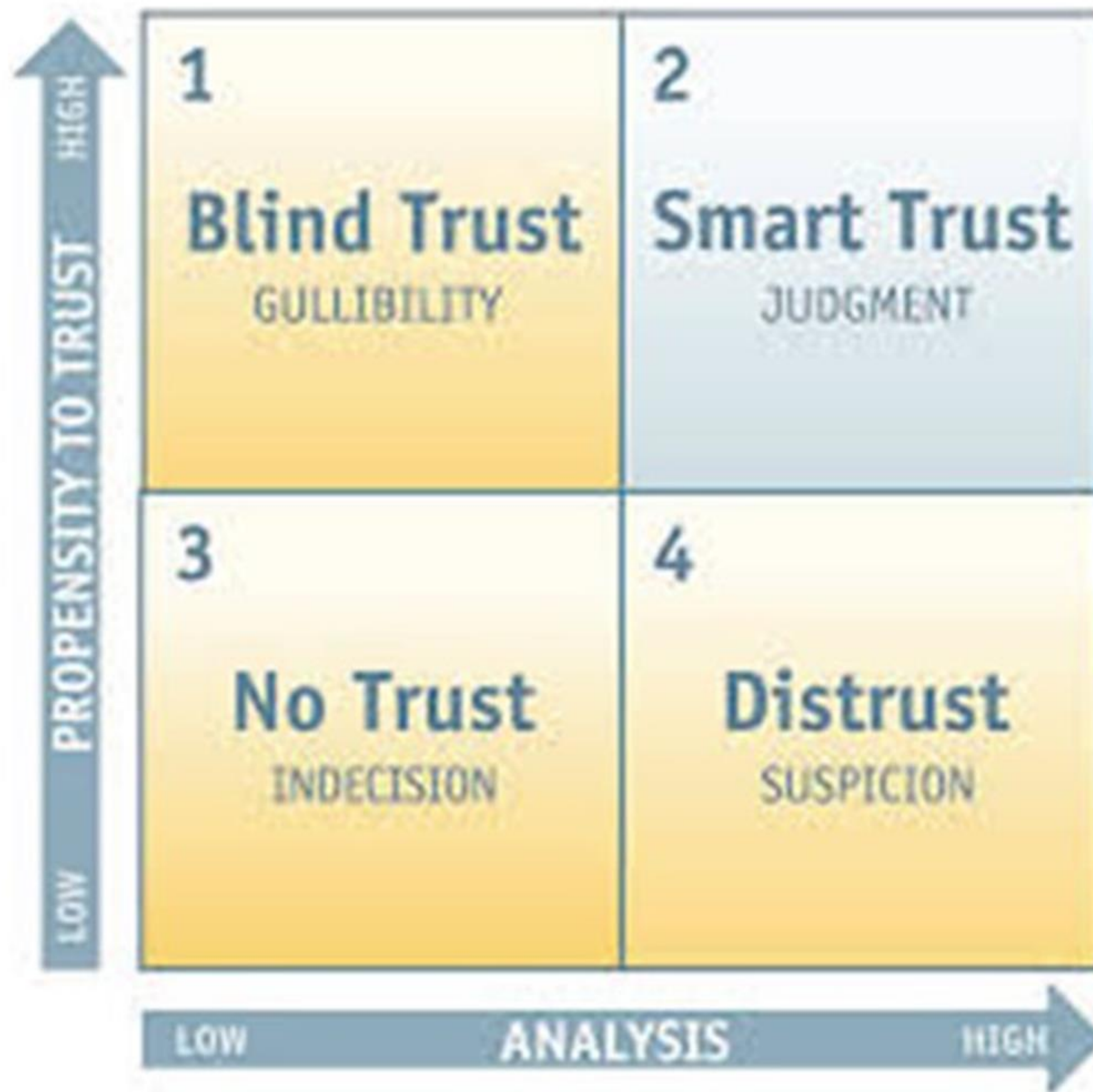


Question 2:

What if senior leadership (several levels above us) isn't exhibiting high trust behaviours? What do we do?









# Developing Smart Trust

1. **Start with self**
2. **Separate the person from the behaviour**
3. **Make a behaviour-specific request**
4. **Ask what you can do, then listen carefully**
5. **Practice accountability and keep commitments**







Question 3:

I've been asked to teach others about what I've learned in the Action Series. Is that ok?





# Teaching the Action Series:

- The Action Series is a PACKAGE
- Done as a team
- Don't overcomplicate

How long do we have access to the videos and information?

Do I have to give credit?





# Crowdsourc: Your questions!

It was a great experience

Thank you very much

Thank you :)

Thank you!!!

Amazing course. Thank you







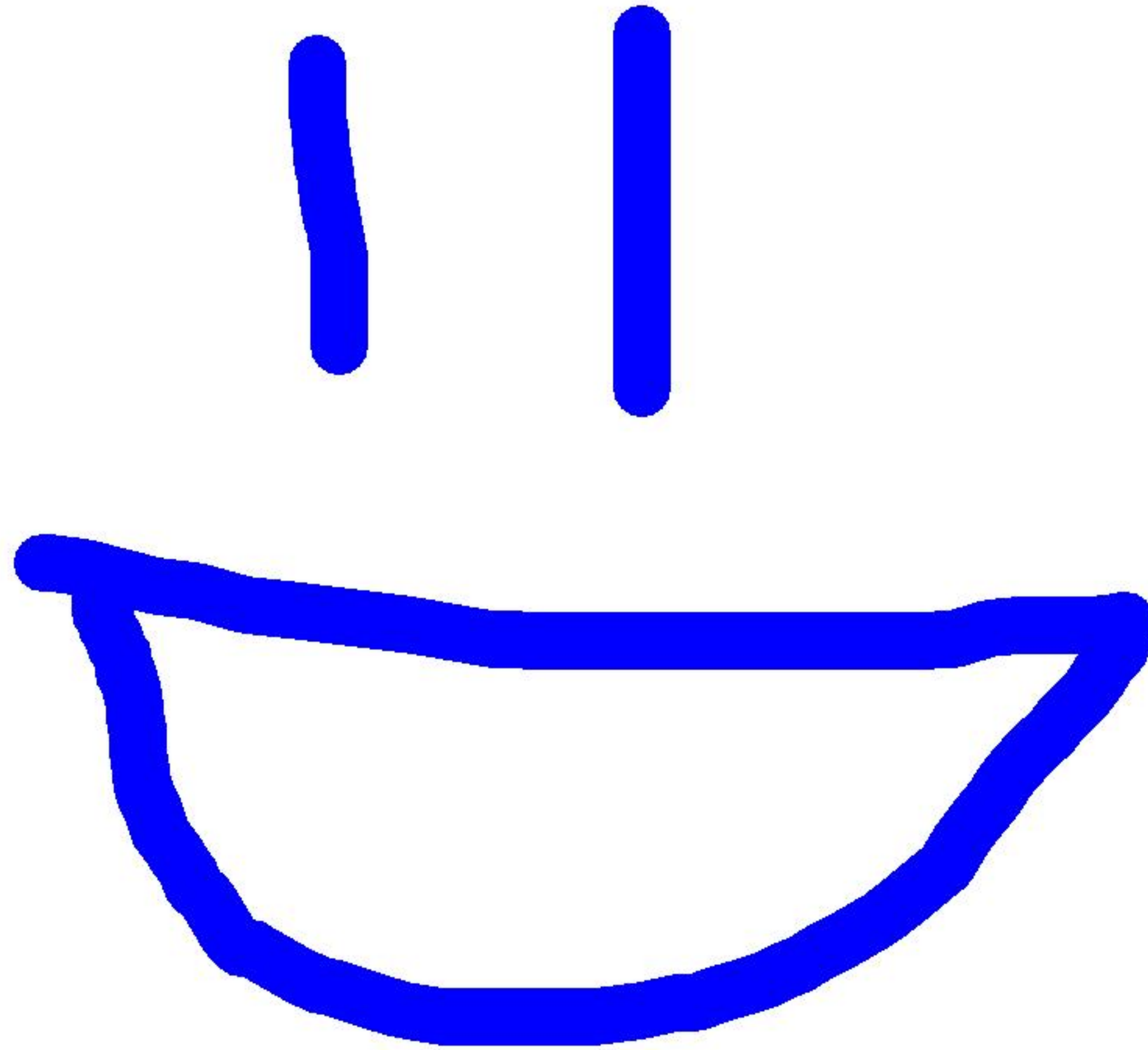
- 1. All Action Period work due by July 3<sup>rd</sup>**
- 2. Fill out your team-level survey by July 14<sup>th</sup> (also indicate if you want to help with our evaluation and next steps)**
- 3. Team-level reports and certificates of completion will be sent by July 26<sup>th</sup>**
- 4. Team-level surveys and reports will be distributed in September & December 2019 (with a chance to “win” a session with Karen!)**





# Questions about next steps:

you are all amazing thank you



Thank you all!





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