Action Series on Teamwork and Communication:

Coaching Webinar Post One Year

June 25, 2020

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

Facilitator Switch Up!

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This webinar is being recorded

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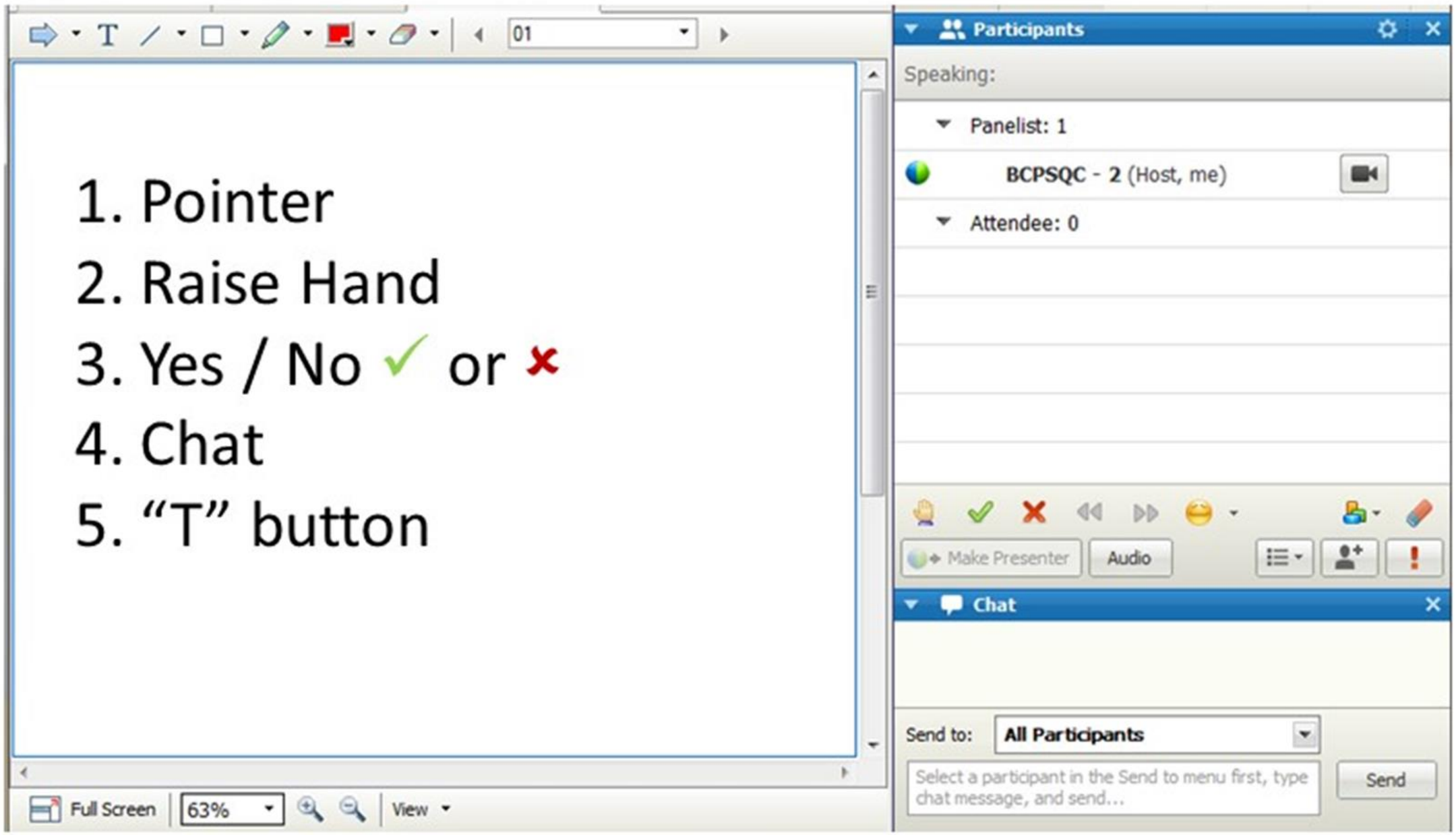
Today's Tools



Fort Nelson
Hazelton
Dawson Creek
Prince Rupert
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Prince George
Quesnel
Williams Lake
Golden
Lillooet
Kamloops
Whistler
Nelson
Cranbrook
Kelowna
Victoria

Today's Session:

What happens when there are changes on your team

Strategize on working as a team virtually

New Team Members & New Teams

What is the best method to introduce the action series work to new team members or a new team?

Applied Learning Activities

Create a teamwork agreement

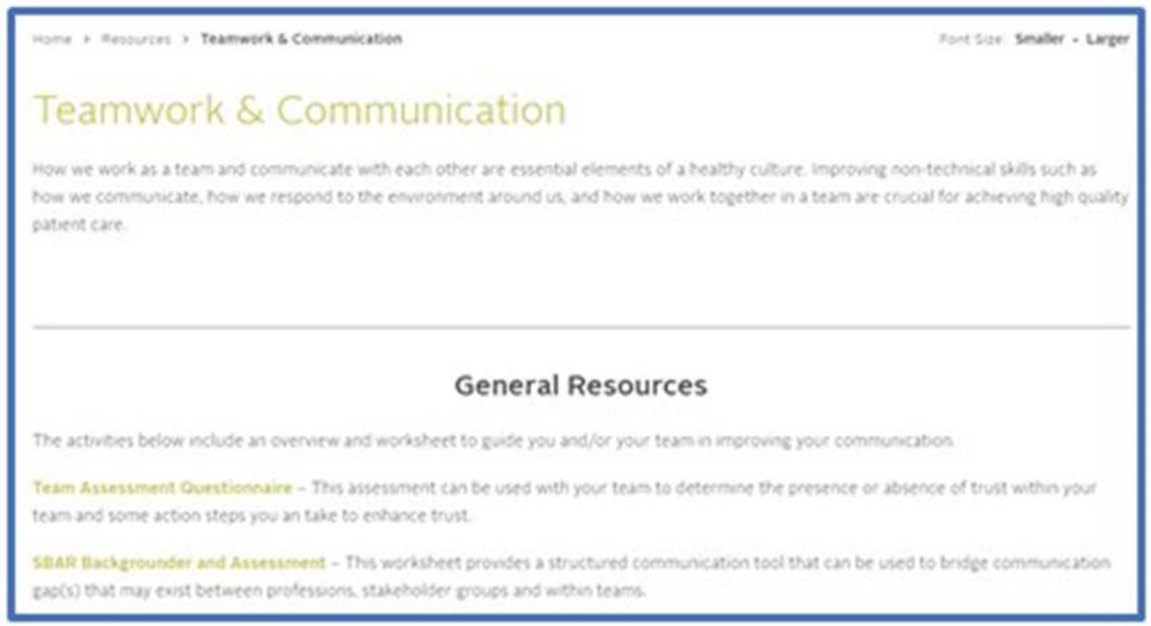
- Set of ground rules that all team members agree to
- Facilitates collaboration and teamwork
- Estimated 30-40 minutes to complete

All the resources from Wave 3 are available online:

https://bcpsqc.ca/improve-culture/teamwork-and-communication-action-series/

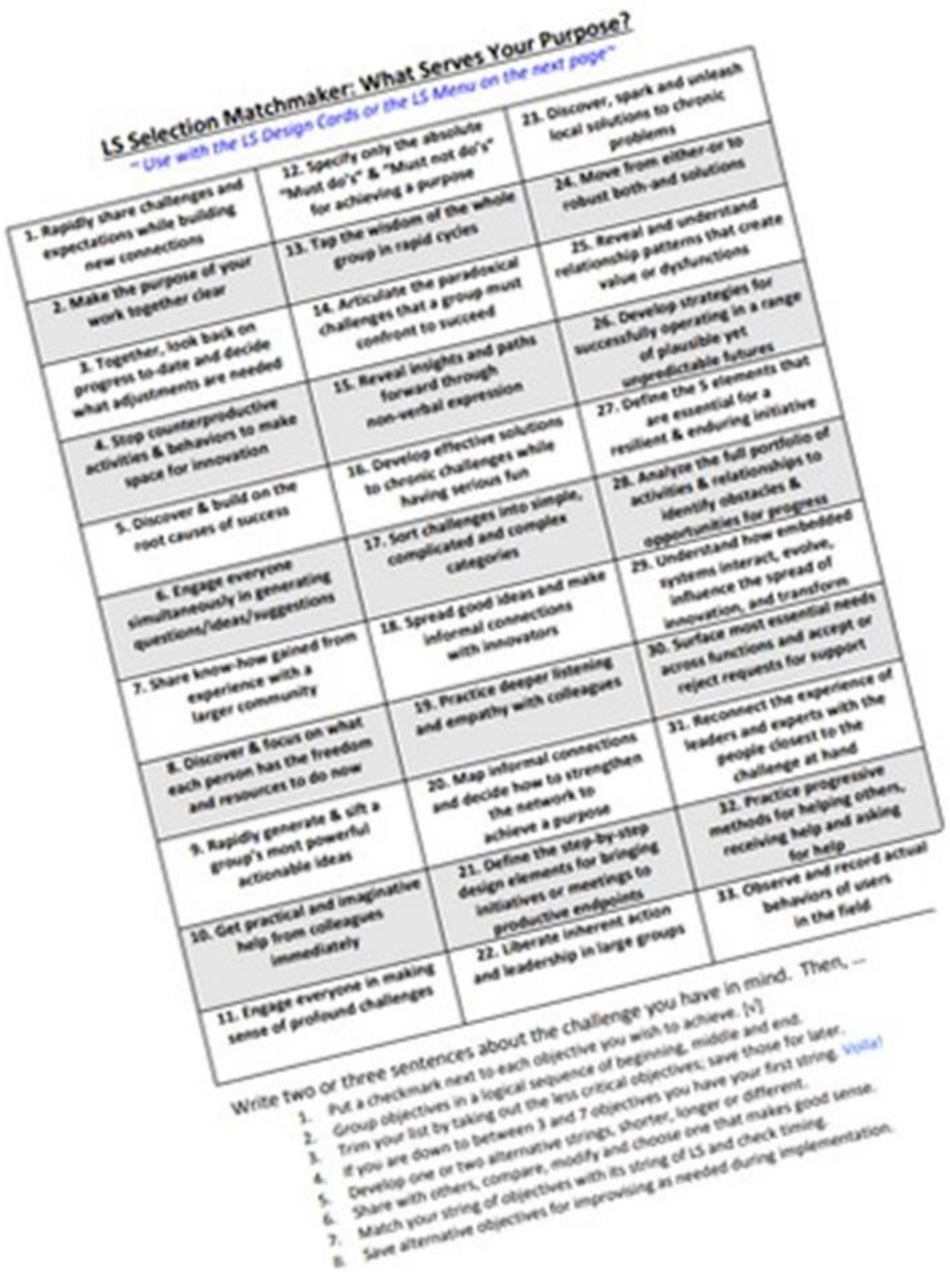
Resources

- Team Assessment Questionnaire
- SBAR Backgrounder and Assessment
- Communication Style Assessment
- Three W's
- Huddles



https://bcpsqc.ca/resources/teamwork-communication/

Liberating Structures



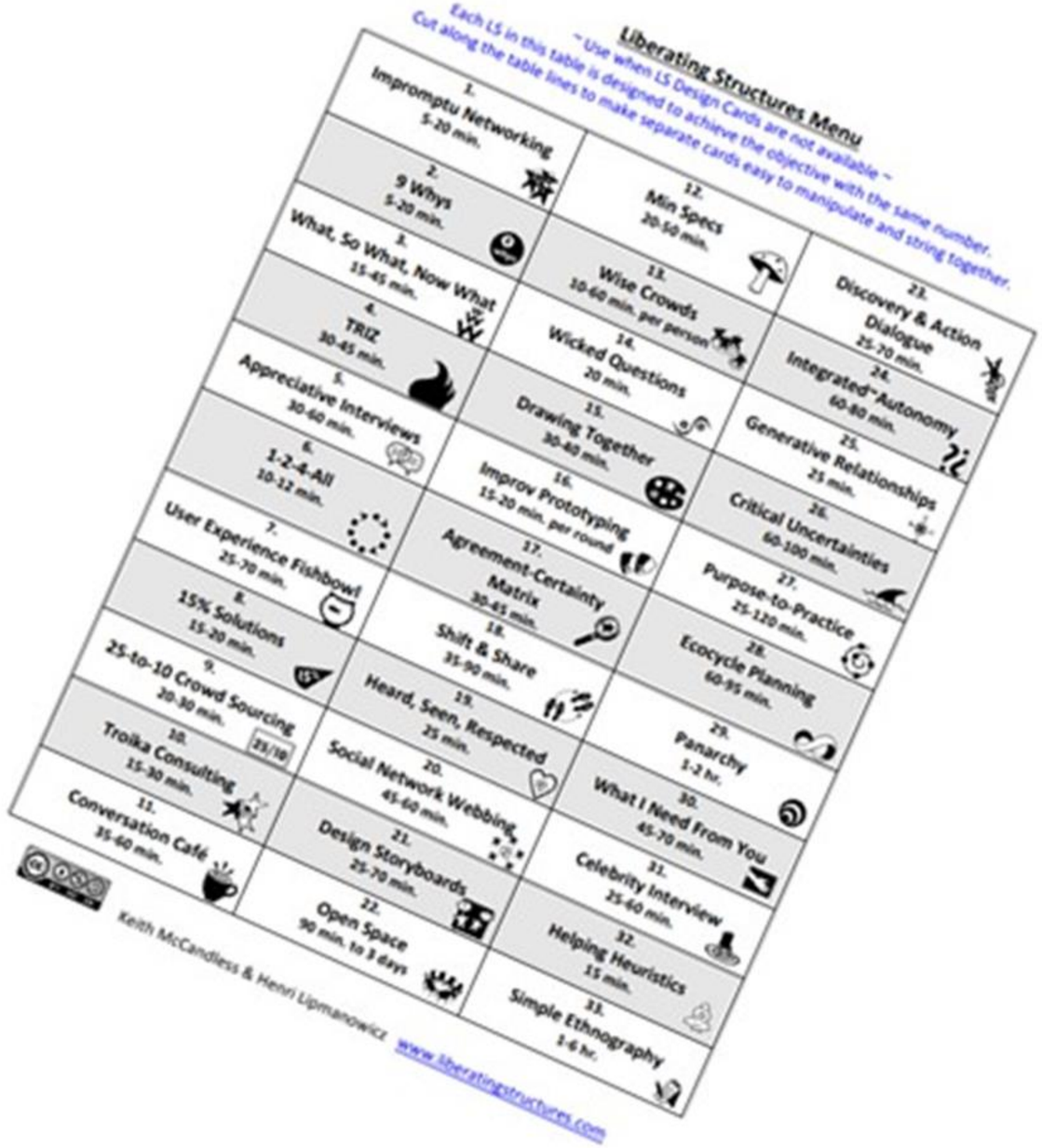
LS Selection Matchmaker: What Serves Your Purpose?

~ Use with the LS Design Cards or the LS Menu on the next page~

1. Rapidly share challenges and expectations while building new connections	12. Specify only the absolute "Must do's" & "Must not do's" for achieving a purpose	23. Discover, spark and unleash local solutions to chronic problems
2. Make the purpose of your work together clear	13. Tap the wisdom of the whole group in rapid cycles	24. Move from either-or to robust both-and solutions
3. Together, look back on progress to-date and decide what adjustments are needed	14. Articulate the paradoxical challenges that a group must confront to succeed	25. Reveal and understand relationship patterns that create value or dysfunctions
4. Stop counterproductive activities & behaviors to make space for innovation	15. Reveal insights and paths forward through non-verbal expression	26. Develop strategies for successfully operating in a range of plausible yet unpredictable futures
5. Discover & build on the root causes of success	16. Develop effective solutions to chronic challenges while having serious fun	27. Define the 5 elements that are essential for a resilient & enduring initiative
6. Engage everyone simultaneously in generating questions/ideas/suggestions	17. Sort challenges into simple, complicated and complex categories	28. Analyze the full portfolio of activities & relationships to identify obstacles & opportunities for progress
7. Share know-how gained from experience with a larger community	18. Spread good ideas and make informal connections with innovators	29. Understand how embedded systems interact, evolve, influence the spread of innovation, and transform
8. Discover & focus on what each person has the freedom and resources to do now	19. Practice deeper listening and empathy with colleagues	30. Surface most essential needs across functions and accept or reject requests for support
9. Rapidly generate & sift a group's most powerful actionable ideas	20. Map informal connections and decide how to strengthen the network to achieve a purpose	31. Reconnect the experience of leaders and experts with the people closest to the challenge at hand
10. Get practical and imaginative help from colleagues immediately	21. Define the step-by-step design elements for bringing initiatives or meetings to productive endpoints	32. Practice progressive methods for helping others, receiving help and asking for help
11. Engage everyone in making sense of profound challenges	22. Liberate inherent action and leadership in large groups	33. Observe and record actual behaviors of users in the field

Write two or three sentences about the challenge you have in mind. Then, --

1. Put a checkmark next to each objective you wish to achieve. [√]
2. Group objectives in a logical sequence of beginning, middle and end.
3. Trim your list by taking out the less critical objectives; save those for later.
4. If you are down to between 3 and 7 objectives you have your first string. Voila!
5. Develop one or two alternative strings, shorter, longer or different.
6. Share with others, compare, modify and choose one that makes good sense.
7. Match your string of objectives with its string of LS and check timing.
8. Save alternative objectives for improvising as needed during implementation.



Liberating Structures Menu

Each LS in this table is designed to achieve the objective with the same number.
~ Use when LS Design Cards are not available ~
Cut along the table lines to make separate cards easy to manipulate and string together.

1. Impromptu Networking 5-20 min.	12. Min Specs 20-50 min.	23. Discovery & Action Dialogue 25-70 min.
2. 9 Whys 5-20 min.	13. Wise Crowds 10-60 min. per person	24. Integrated Autonomy 60-80 min.
3. What, So What, Now What 15-45 min.	14. Wicked Questions 20 min.	25. Generative Relationships 25 min.
4. TRIZ 30-45 min.	15. Drawing Together 30-60 min.	26. Critical Uncertainties 60-100 min.
5. Appreciative Interviews 30-60 min.	16. Improv Prototyping 15-20 min. per round	27. Purpose-to-Practice 25-120 min.
6. 1-2-4-All 10-12 min.	17. Agreement-Certainty Matrix 30-45 min.	28. Ecocycle Planning 60-95 min.
7. User Experience Fishbowl 25-70 min.	18. Shift & Share 35-90 min.	29. Panarchy 1-2 hr.
8. 15% Solutions 15-20 min.	19. Heard, Seen, Respected 25 min.	30. What I Need From You 45-70 min.
9. 25-to-10 Crowd Sourcing 20-30 min.	20. Social Network Webbing 45-60 min.	31. Celebrity Interview 25-60 min.
10. Troika Consulting 15-30 min.	21. Design Storyboards 25-70 min.	32. Helping Heuristics 15 min.
11. Conversation Café 35-60 min.	22. Open Space 90 min. to 3 days	33. Simple Ethnography 1-6 hr.

Keith McCandless & Henri Lipmanowicz www.liberatingstructures.com

http://www.liberatingstructures.com/

Crowd Sourcing

What are some ways you have introduced or could introduce the action series work to new team members?

Mini presentations

Shared the teamwork agreement & asked for input on it

Part of the larger team's commitment to on-going culture work

I introduced the teamwork agreement

using SBAR as a standard communication method when implementing change

Revisiting our teamwork agreement, especially with COVID and shifting work norms

revisit the teamwork agreement and update it with their input

Just completed liberating structures mini course so will use more of that.

Working as a Team in the Virtual World

- Burnout
- Risk
- Social Distancing

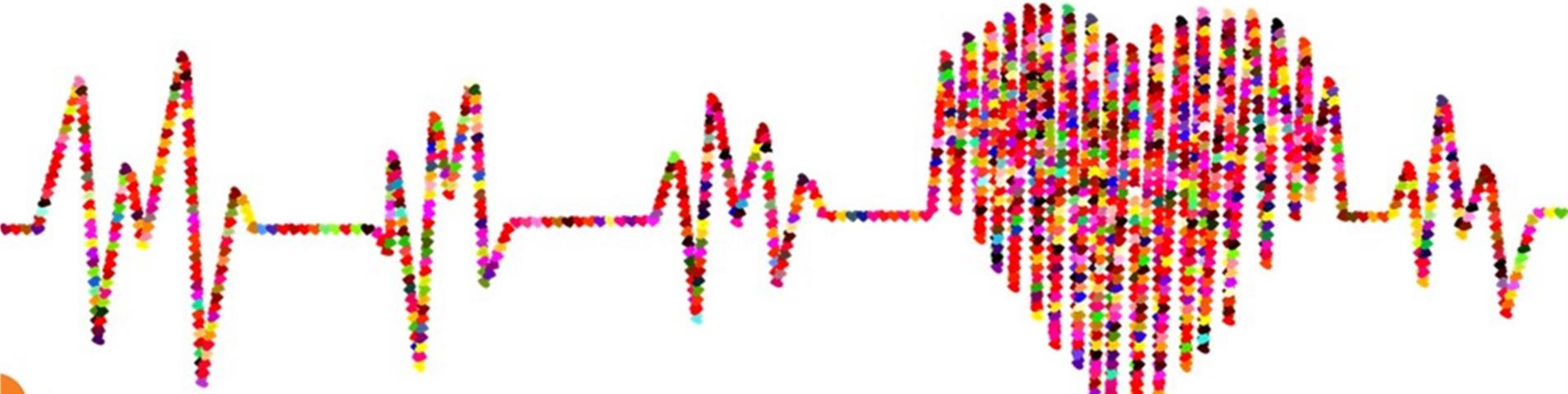
Dealing with Burnout

How do we deal with burnout during and after COVID-19?

The New Normal

Maslow's hierarchy of needs

Managing Burnout



Crowd Sourcing

What have you done/do to practice healthiness and avoid burnout?

dancing and reading

learn how to paint watercolor!

walking and yoga

gardening

praying

Remind each other that not every day is going to be as productive as others.

Guided meditation

walking first thing

Exercise

biking

wine, vodka....

Exercise

THANK GOD FOR ANIMALS

get outside

yoga

schedule free time/exercise time/ end of work day

We are all trying our best!

schedule workouts at lunch or after work in my calendar

Walking!!

spending time outside

setup boundaries

close off computer and "office" evening and weekends

Lots of cook outs around the fire pit in the back yard!!

turn off social media

mediate in the am & pm

noon walk

eat better & less

bring food to work.

Running, it's been a few years but feeling great!

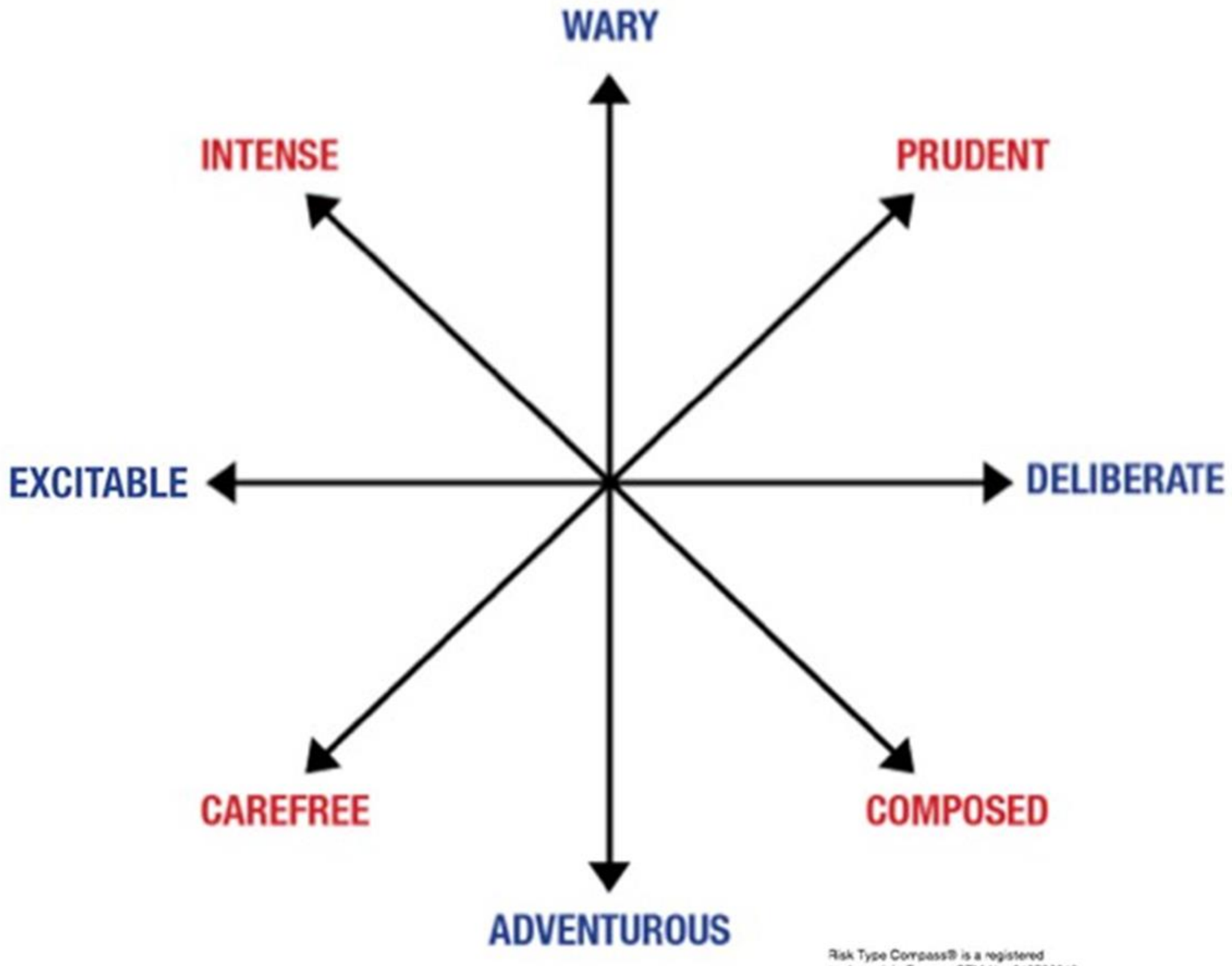
Disposition to Risk

Disposition to Risk

Yes!
Risky

Nope!
Not risky

The 8 Risk Types



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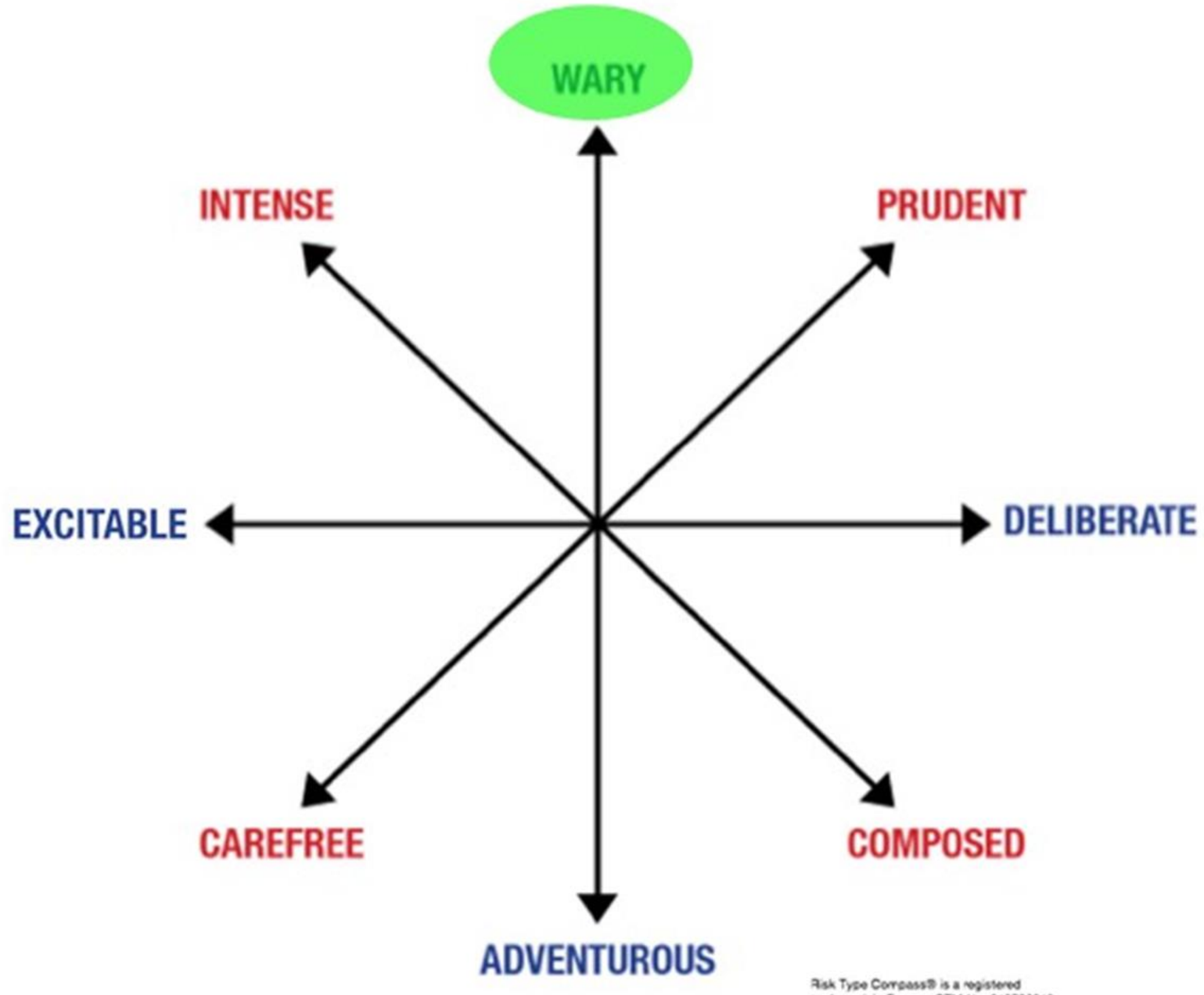
The 8 Risk Types



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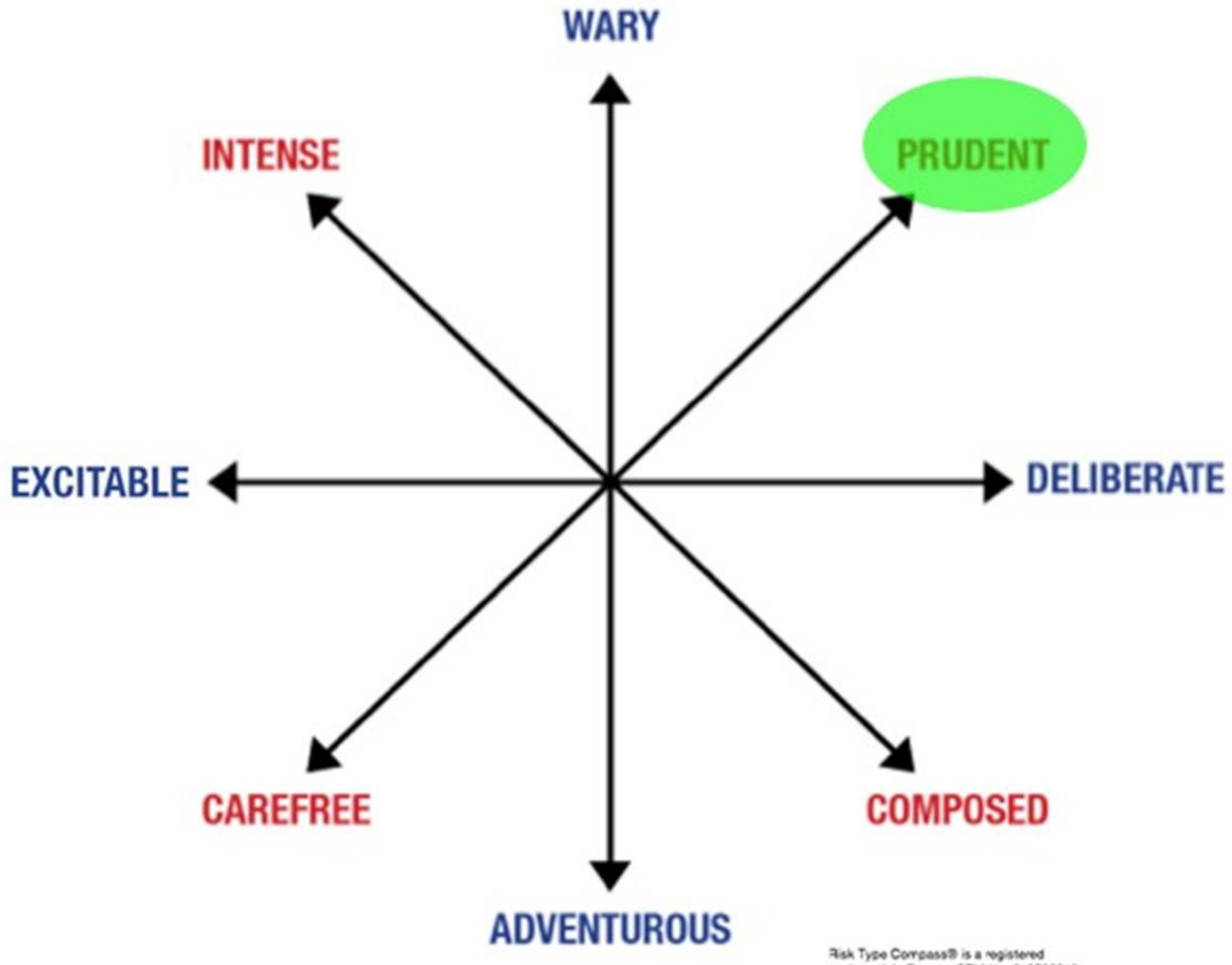

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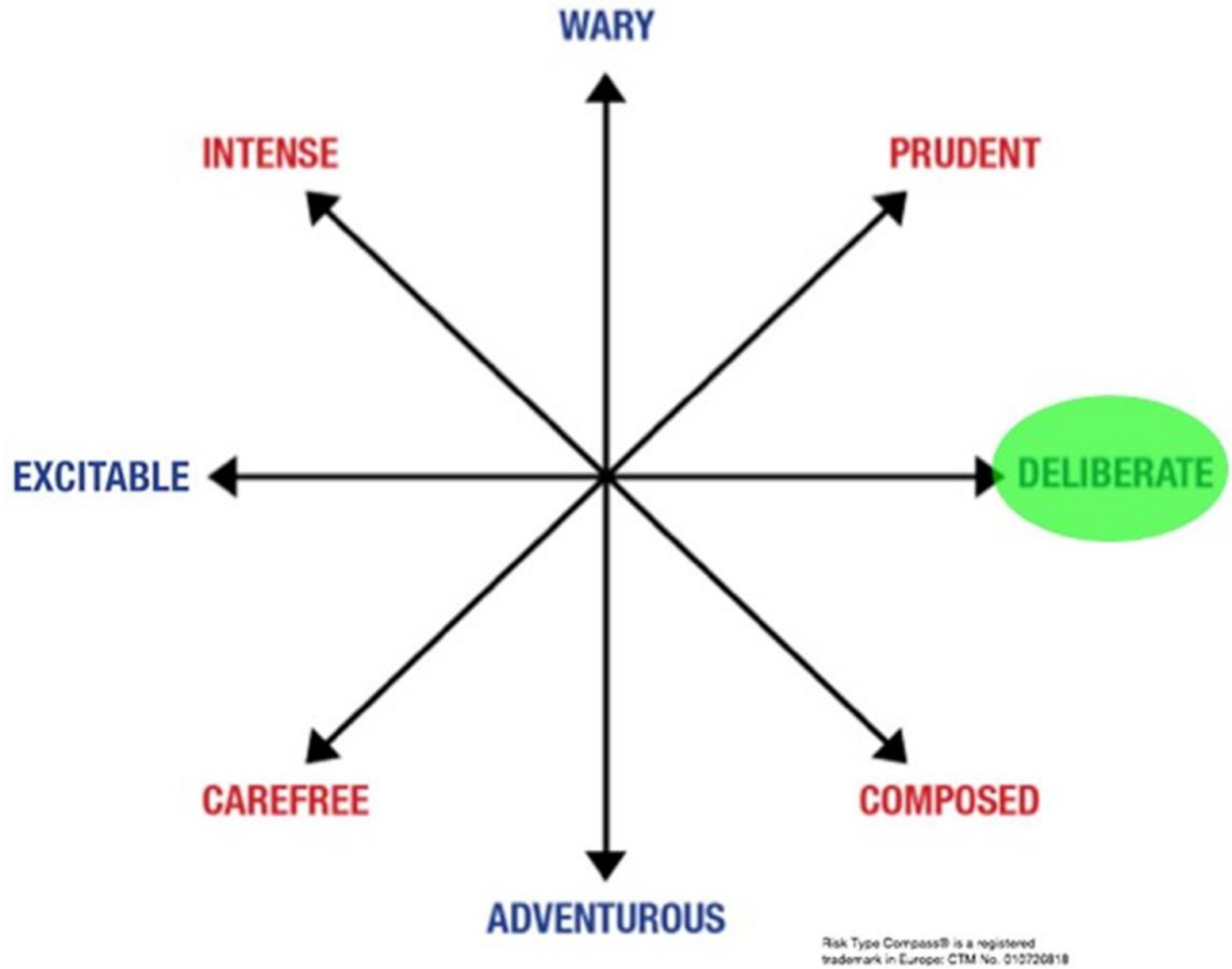

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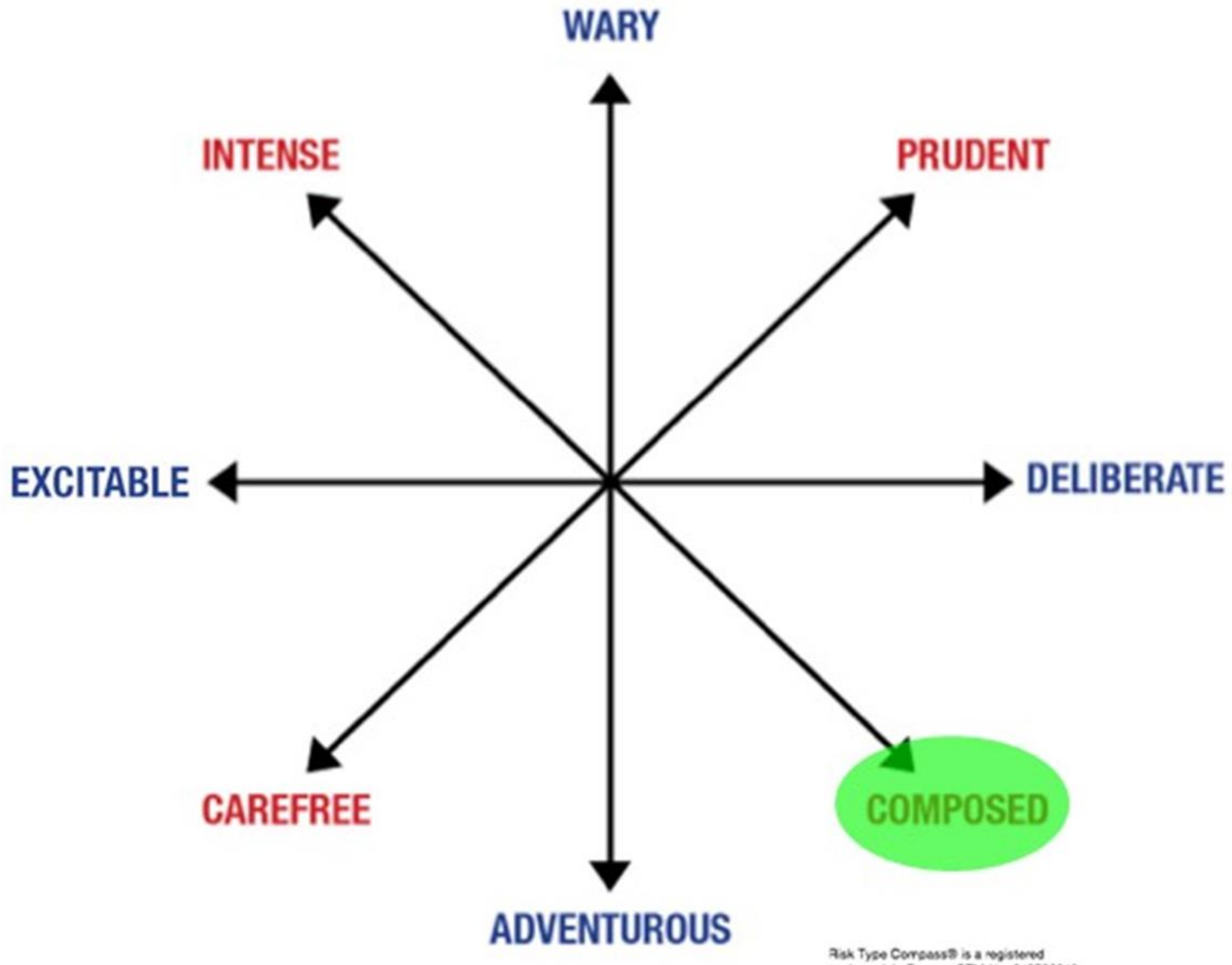

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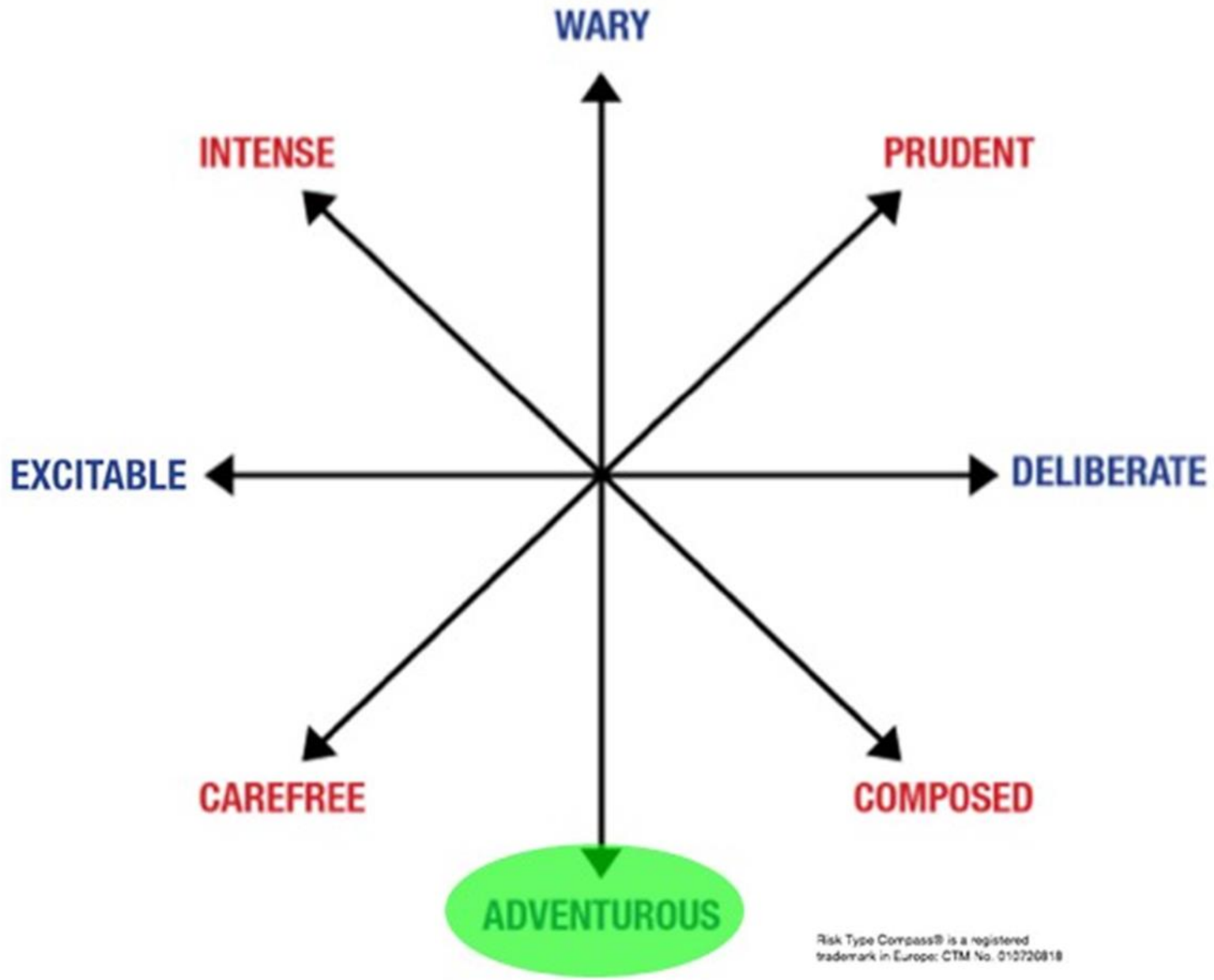

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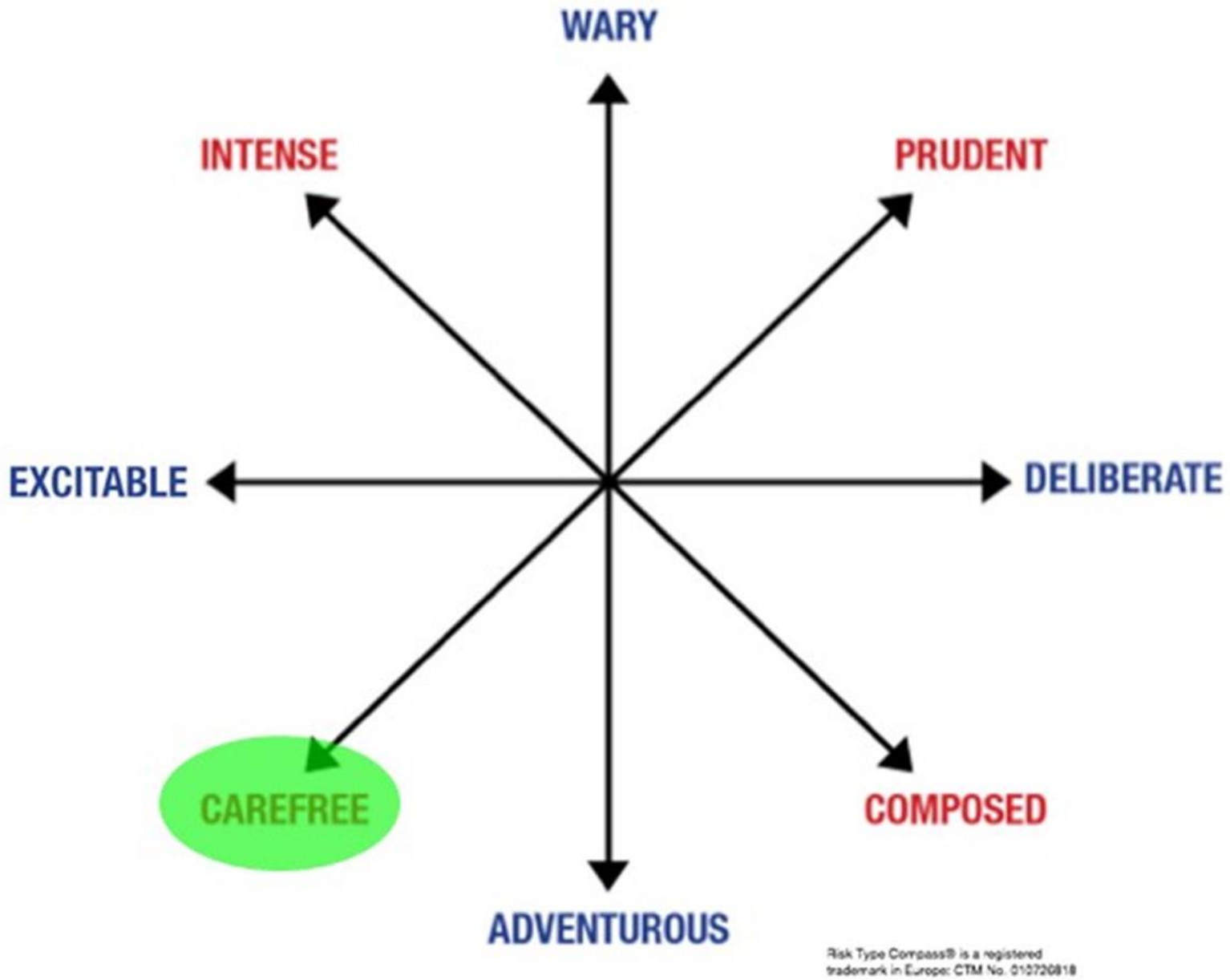

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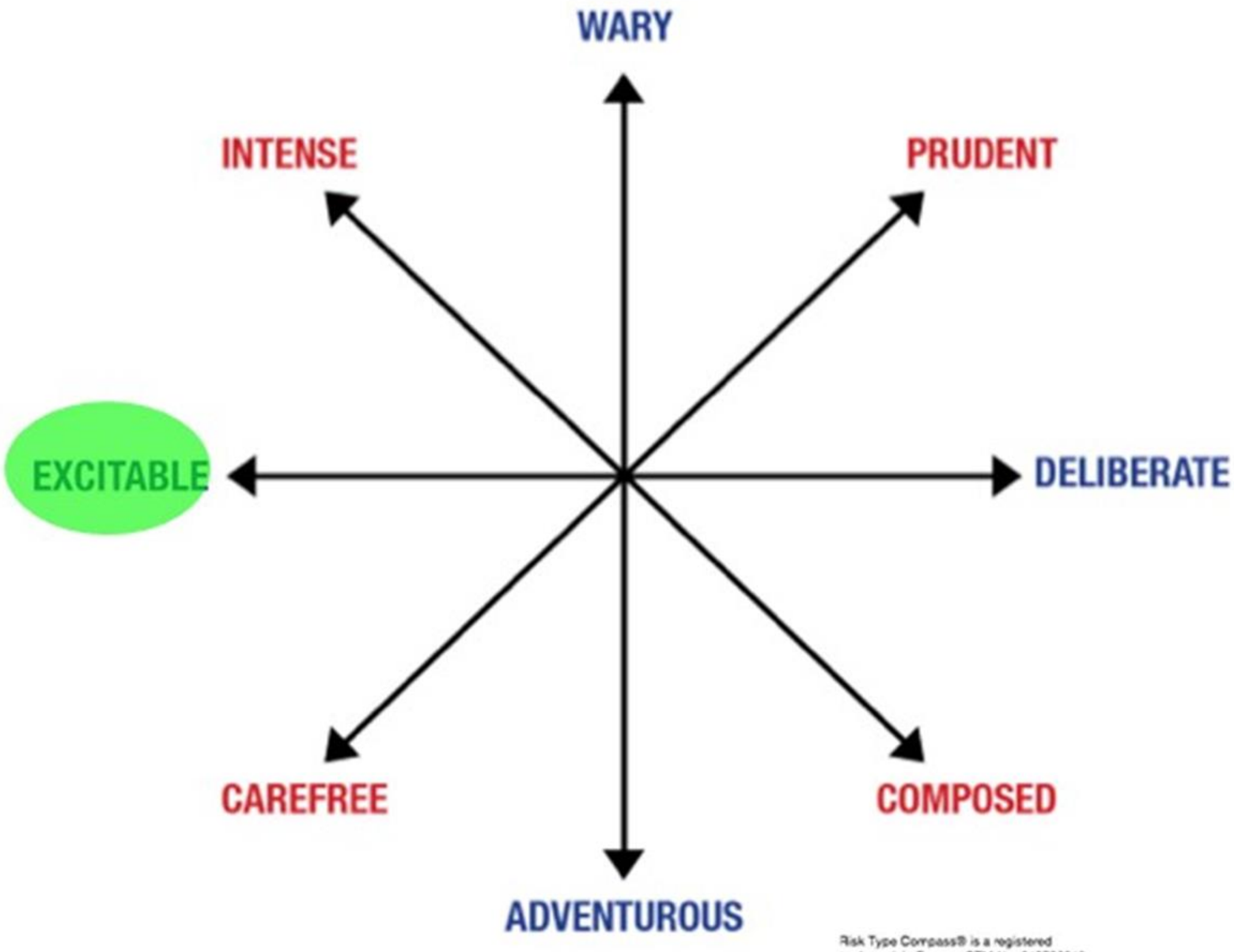

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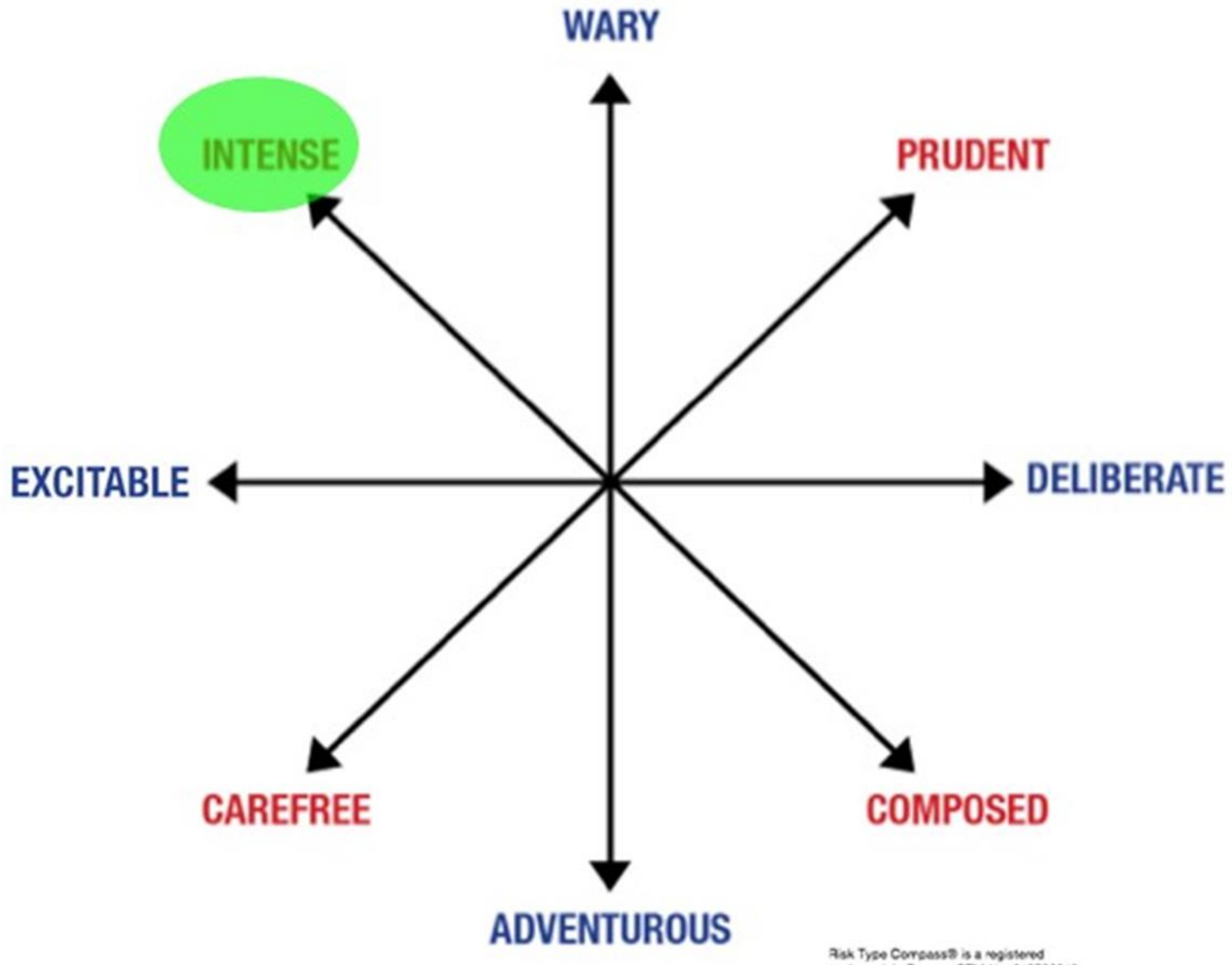

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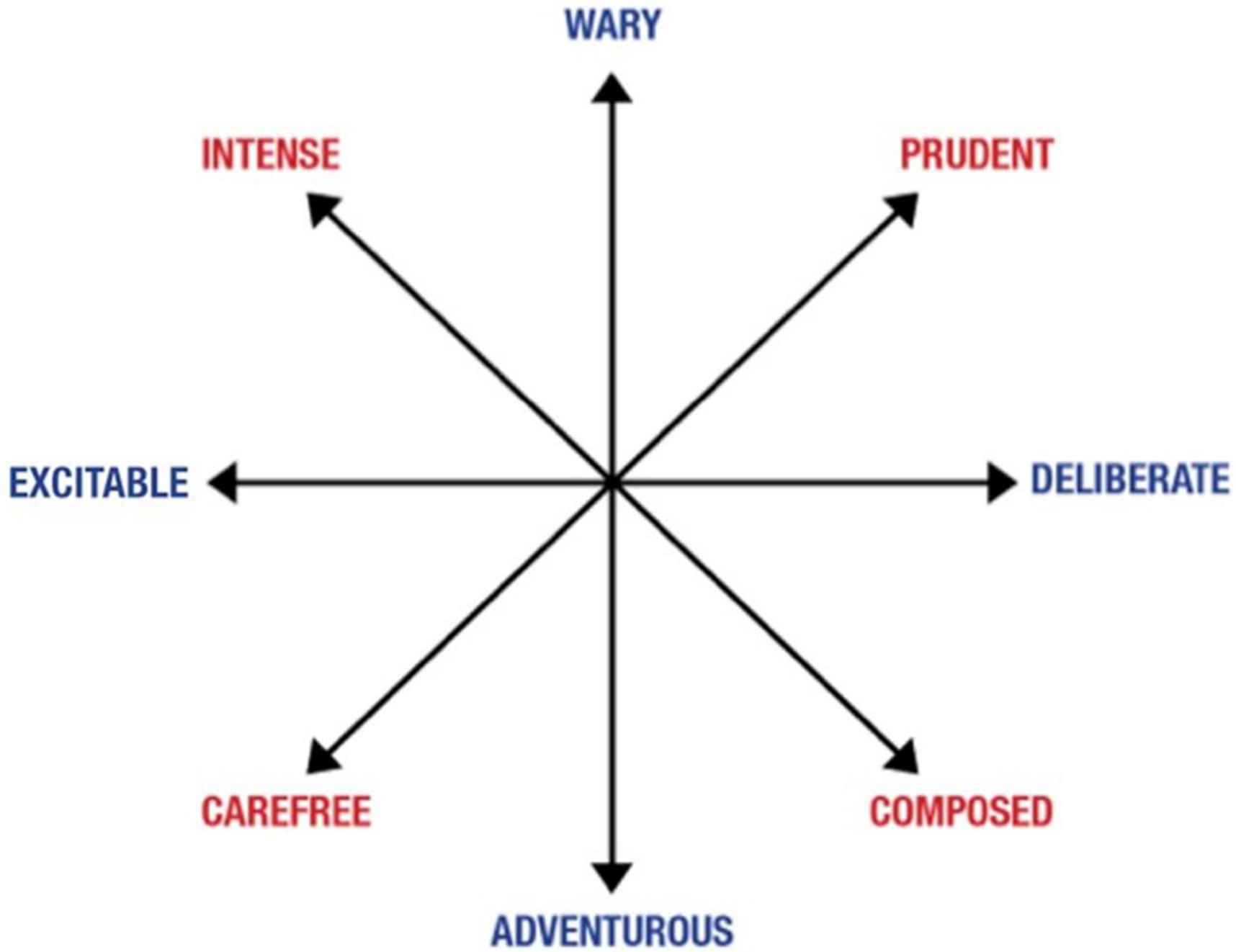
Which Risk Type Are You?

Use your pointer tool!



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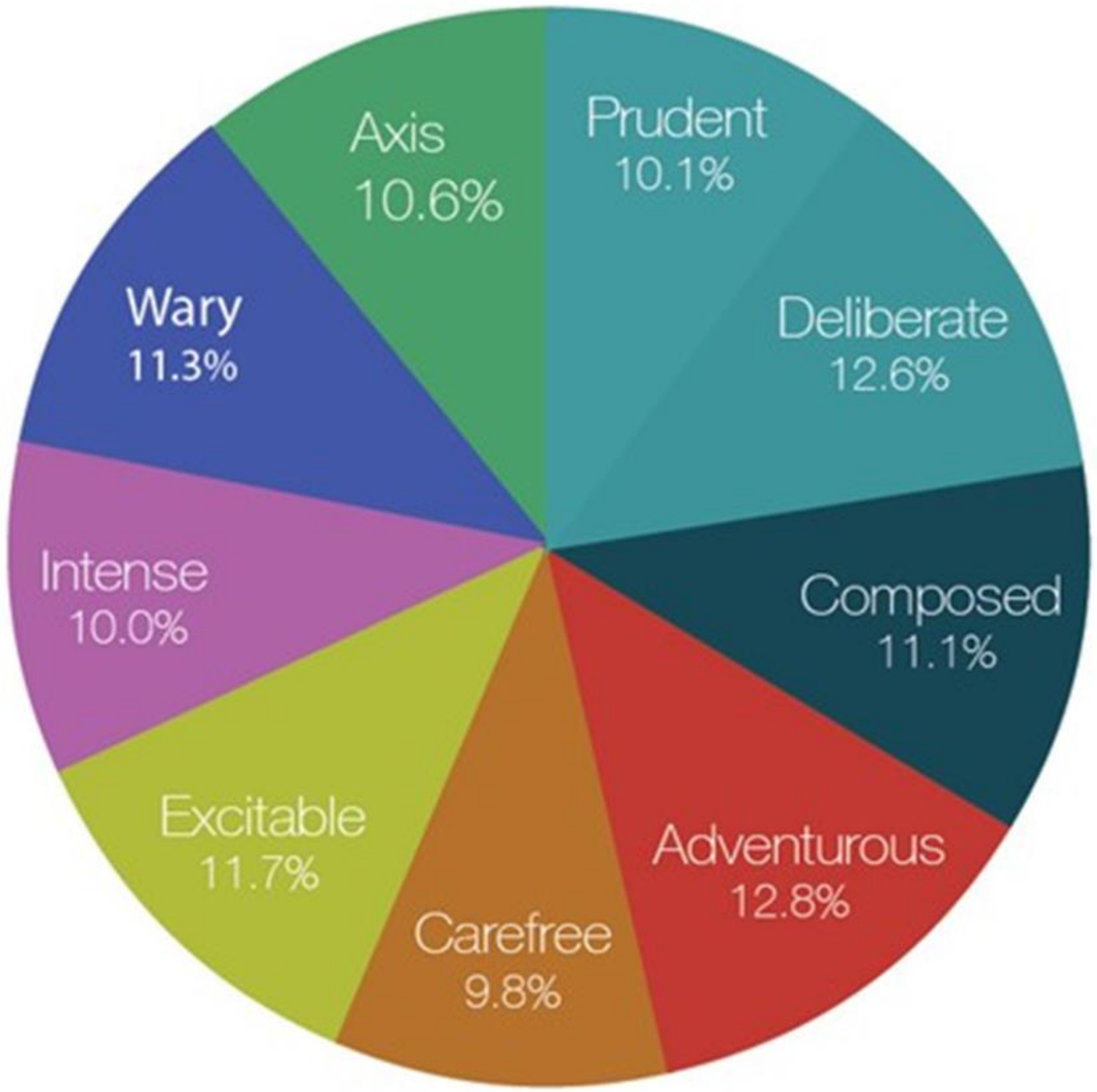
Risk Type in Working Population



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Virtual Teams

What are some strategies for keeping our team together and still complying with social distancing rules?

Strategies for Team Cohesion

- Connect often!
- Decide on a platform to use
- Revisit your learning activities - adjust for the virtual scenario
- Clear roles for learning activities
- Interactive!
- Virtual happy hours

Virtual Tips and Tricks

- Set an agenda ahead of time
- Assign roles
- Prepare a visual focal point
- Everyone contributes
- Test technology
- Prepare for a slow start
- Engagement
- Lower tech back up plan
- Clear agreements and action items
- Follow up after meeting

check out your background....don't want to be emarrassed

Open Forum

What's Next?

Stay Connected

Sign up for the Teamwork and Communication Action Series newsletter!

- ✓ Resources
- ✓ Information
- ✓ Learning opportunities