



Does your teamwork actually make the dream work?

Making health care remarkable

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Disclosures

Nothing to disclose

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Our primal brain



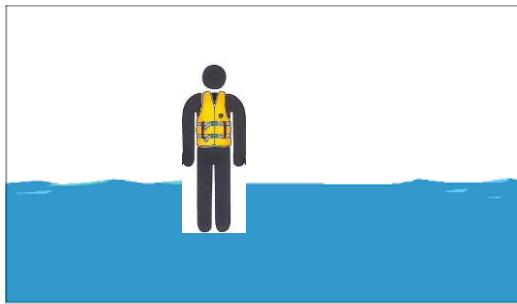
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## Resilience as buoyancy



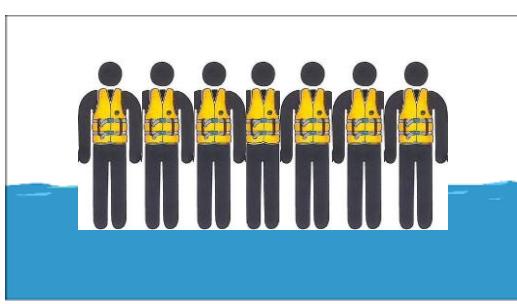
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## The most reliable intervention in distress



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## The most reliable intervention in distress



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Teamwork dies young...



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Teamwork dies young...

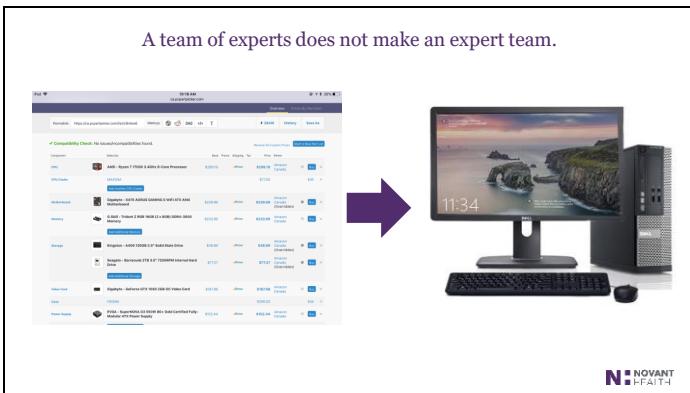
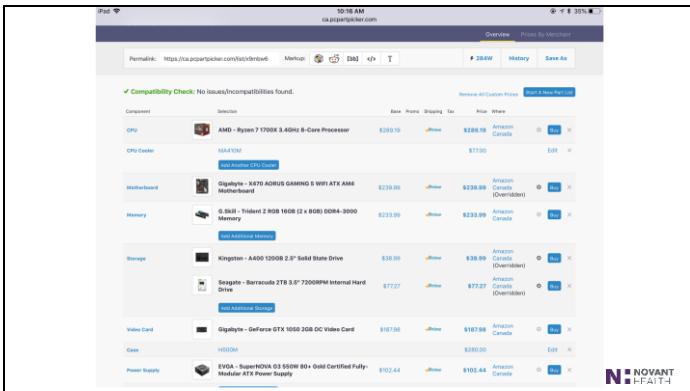


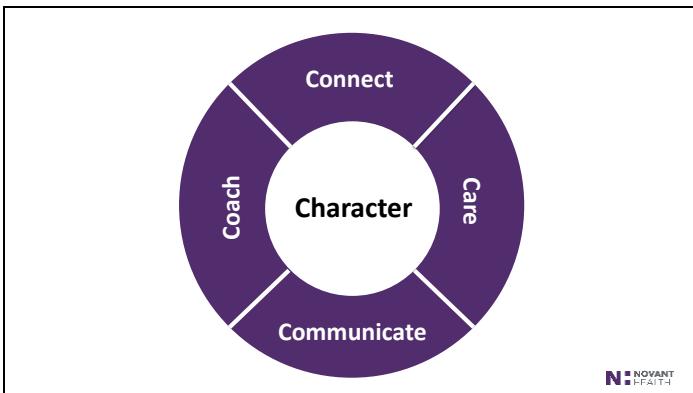
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Teamwork dies young...



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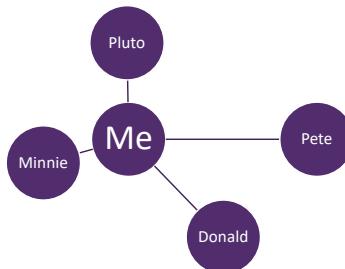
“The single biggest problem  
in communication  
is the illusion that it has taken place.”

*George Bernard Shaw*

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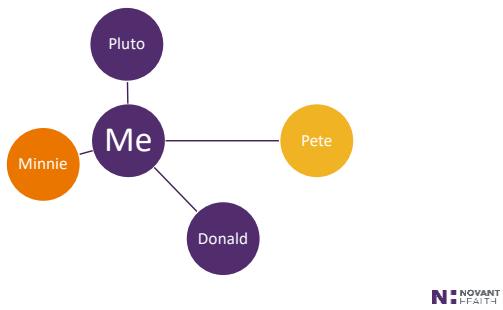
Connection Mapping

Connection mapping - who's on your team?



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## Connection mapping - who's on your team?



## “Healthy” communication

### Trust and honesty

### Active listening (eyes, ears, mind, heart)

### Ownership (use of I statements)

### **Congruence (verbal/nonverbal)**

Songwriting (13)

## Two-way street

## The anatomy of listening

Eyes:

### Make eye contact

#### Observe nonverbal communication



## Ears:

### **Listen for facts**

### Listen for facts

221

Practice mindfulness, clear your mind before the interaction

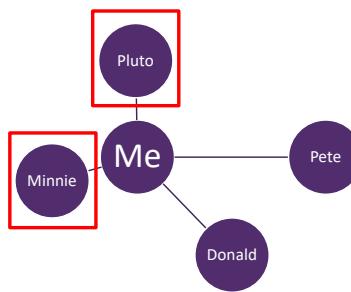
Listen for the feelings/emotion behind what is being said

Be willing to be changed by what you hear

**k**  
ear your mind  
behind what is  
**N** NOVANT

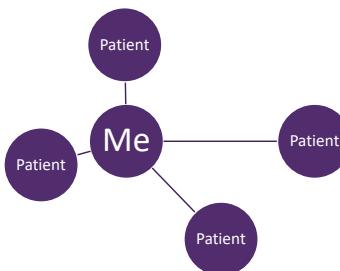
You haven't effectively communicated until your message is received.

## Your personal connection map

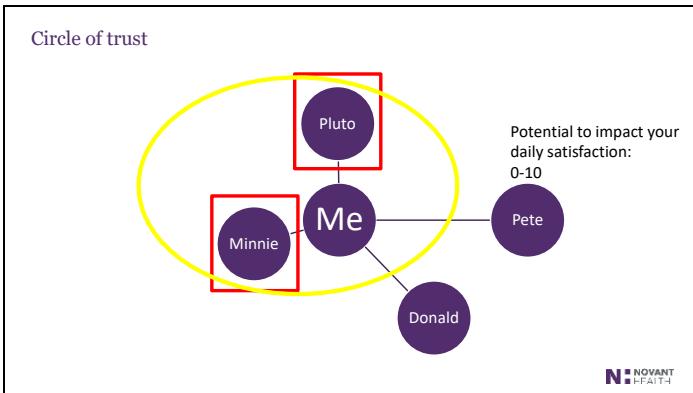
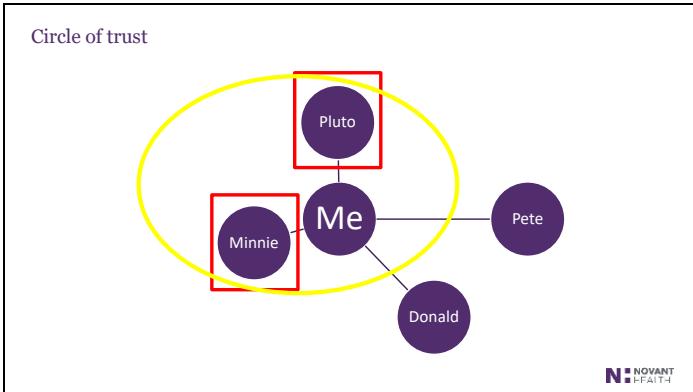


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### Your personal connection map



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Will you be  
remembered as a  
connector or corrector?



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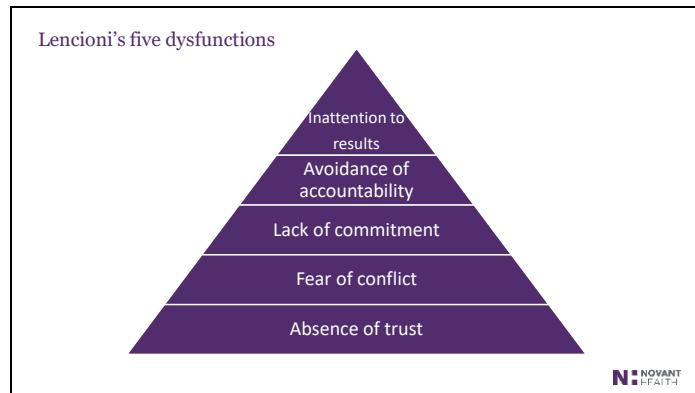
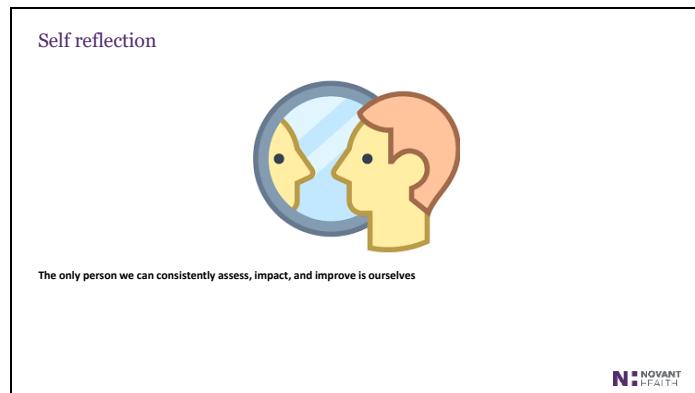
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**Building trust**

**BE TRUE TO YOUR WORD**

- || Honor your commitments
- || Don't make promises you can't keep

**COMMUNICATE EFFECTIVELY**

- || Be clear about commitments

**BUILD TRUST GRADUALLY**

- || Take small steps
- || Don't expect too much too soon

**MAKE DECISIONS CAREFULLY**

- || Think before committing
- || Be organized so you can honor commitments
- || Have the courage to say no

**BE CONSISTENT**

- || Trust is built from consistency

**PARTICIPATE OPENLY**

- || In team settings, show your willingness to trust
- || Listen actively
- || Give feedback respectfully

**Building trust - continued**

- BE HONEST**
  - Always tell the truth
  - Lies diminish trustworthiness
- AVOID SELF-PROMOTION**
  - Recognizing others builds trust and good relationships
  - Constant self-promotion degrades trust
- HELP PEOPLE**
  - Authentic kindness builds trust
- DO WHAT YOU BELIEVE IS RIGHT**
  - Sacrificing your values degrades trust
  - Honesty is respected
  - "Yes" people aren't trusted
- SHOW YOUR FEELINGS**
  - Being open about your emotions
  - Showing you care builds trust in you
  - Practise emotional intelligence
- ADMIT MISTAKES**
  - Honesty encourages trust
  - Showing vulnerability builds trust

Connection map

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graph TD; Me((Me)) --- Pluto((Pluto)); Me --- Pete((Pete)); Me --- Donald((Donald)); Me --- Minnie((Minnie)); Pluto --- Minnie
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