



Does your teamwork actually make the dream work?

Making healthcare remarkable



Disclosures

Nothing to disclose



Our primal brain

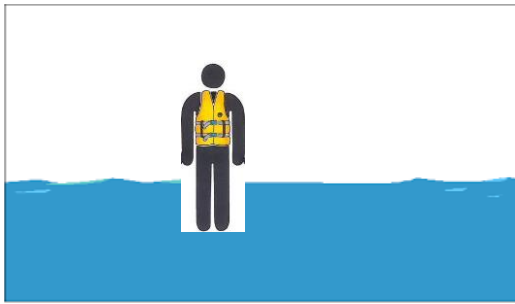


Resilience as buoyancy



N² NOVANT
HEALTH

The most reliable intervention in distress



N² NOVANT
HEALTH

The most reliable intervention in distress



N² NOVANT
HEALTH

Teamwork dies young...



N² NOVANT
H-FAITH

Teamwork dies young...



N² NOVANT
H-FAITH

Teamwork dies young...

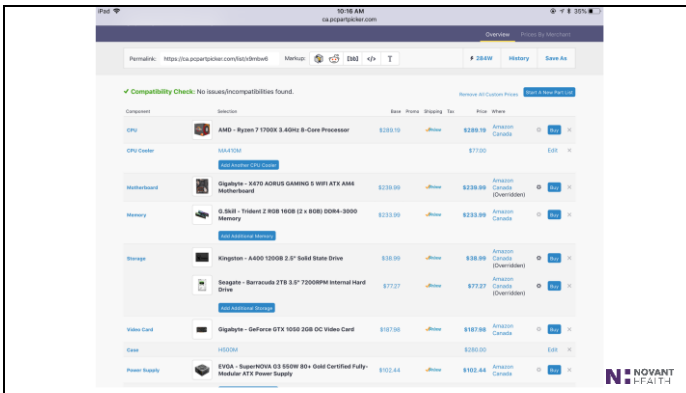


N² NOVANT
H-FAITH

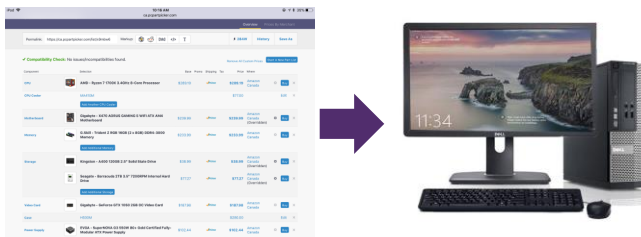
A team of experts does not make
an expert team.

A team of experts that
communicate well makes an
expert team.

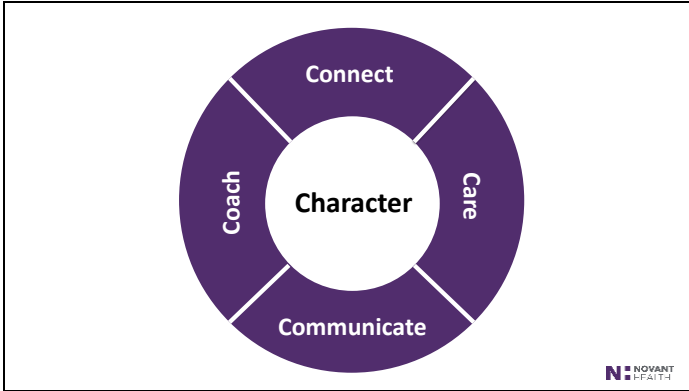
NOVANT
HEALTH



A team of experts does not make an expert team.



NOVANT
HEALTH







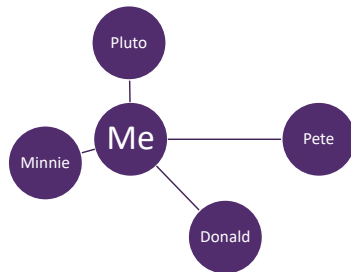
“The single biggest problem
in communication
is the illusion that it has taken place.”

George Bernard Shaw

NOVANT
HEALTH

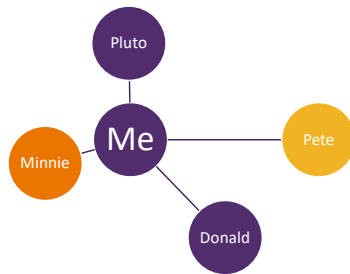
Connection Mapping

Connection mapping - who's on your team?



N^o NOVANT
I-FAITH

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)
- Two-way street
- Conjunctive, not disjunctive (flows smoothly, little interruption)

The anatomy of listening

Eyes:

- Make eye contact
- Observe nonverbal communication



Heart:

- Listen for the feelings/emotion behind what is being said
- Be willing to be changed by what you hear

Ears:

- Listen for facts
- Listen more than you talk

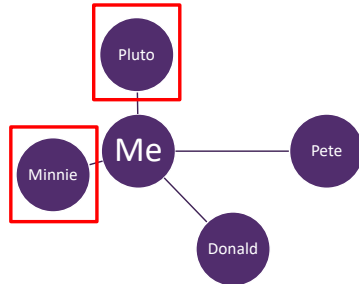
Mind:

- Practice mindfulness, clear your mind before the interaction
- Listen for the intention behind what is said

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

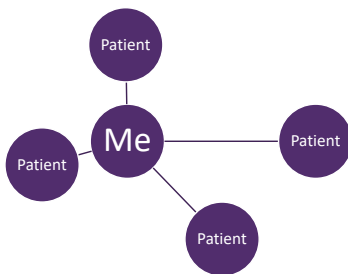
NOVANT
HEALTH

Your personal connection map

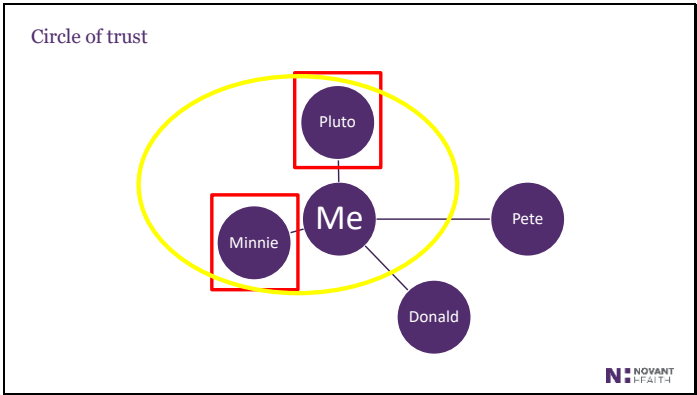


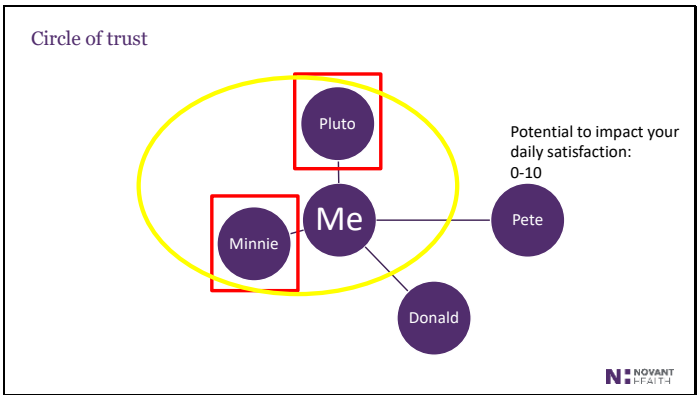
N^o NOVANT
H-FAITH

Your personal connection map



N^o NOVANT
H-FAITH





Will you be remembered as a connector or corrector?

NOVANT
HEALTH

Corrector or Connector in action



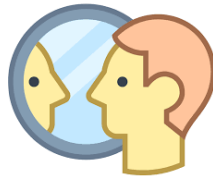
We say "Here's what's the matter..."



We ask "Tell me what matters to you"

28

Self reflection



The only person we can consistently assess, impact, and improve is ourselves

Lencioni's five dysfunctions



Building trust



BE TRUE TO YOUR WORD

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



MAKE DECISIONS CAREFULLY

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



COMMUNICATE EFFECTIVELY

- ▮ Be clear about commitments



BE CONSISTENT

- ▮ Trust is built from consistency



BUILD TRUST GRADUALLY

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



PARTICIPATE OPENLY

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

Postlepsychology.com

N NOVANT
HFAIT-4

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



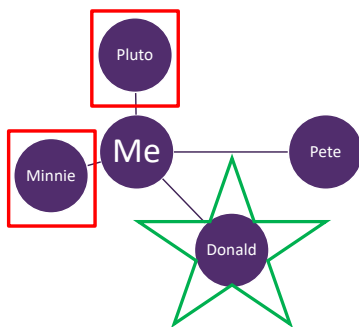
ADMIT MISTAKES

- ▮ Honesty encourages trust
- ▮ Showing vulnerability builds trust

Postlepsychology.com

N NOVANT
HFAIT-4

Connection map



N NOVANT
HFAIT-4