



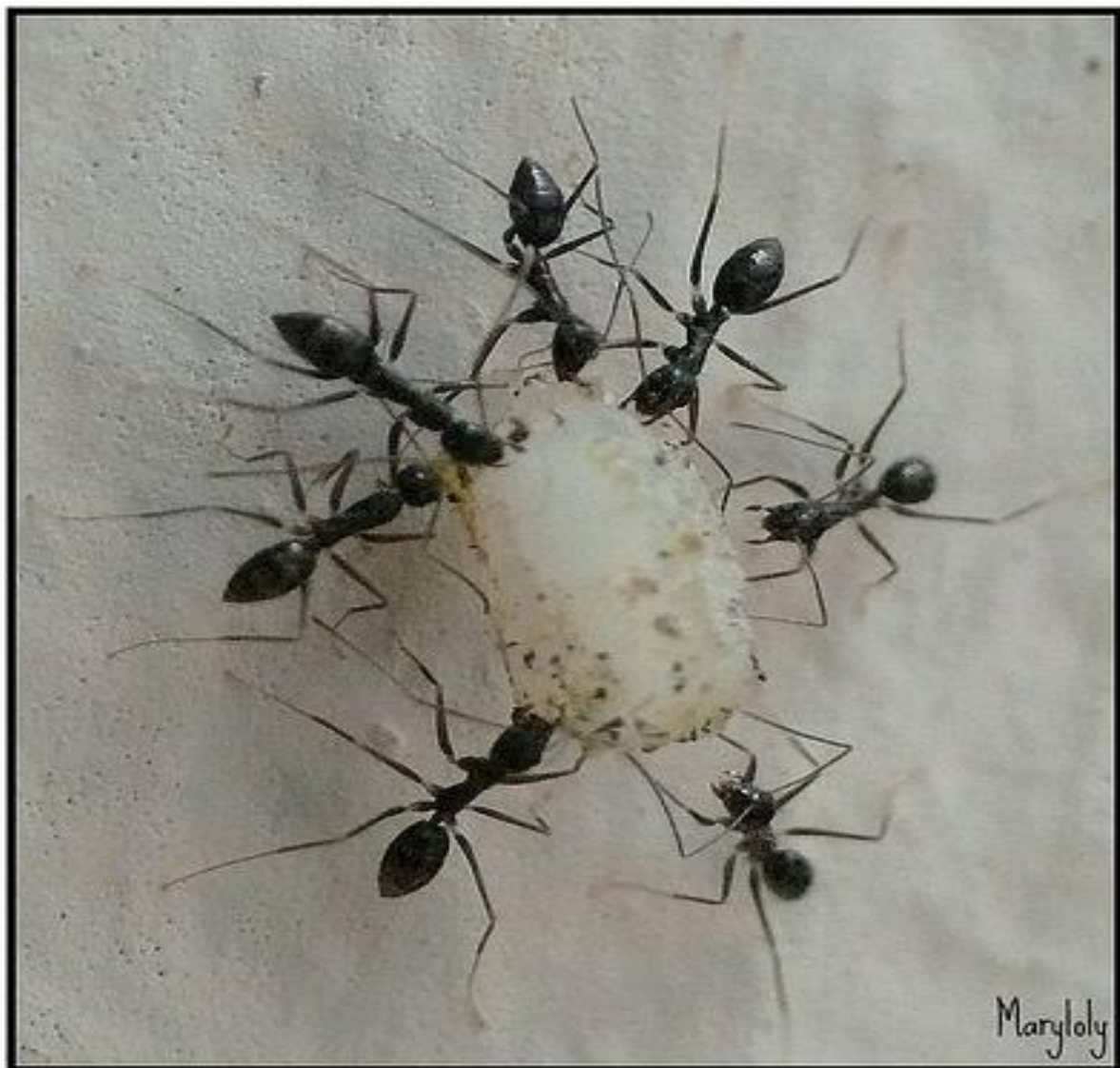
**Glenna Buford &  
Dottie Woods  
Stonebrook Healthcare  
Center**

**What is a team?**

**All teams are groups of individuals  
but not all groups of individuals  
are a team.**

**The moment you start doing  
anything at all with another  
person, you've established a  
team.**

**A team is a group of people with a common goal or purpose.**



Maryloly





**Why Do We Need  
Teams?**



**“Coming together is the beginning. Staying together is progress. Working together is success.”**

**- Henry Ford**

- **Teams are able to accomplish more**
- **Creativity**
- **Satisfaction**
- **Skills**
- **Speed**
- **Sounding board**
- **Support**

- **In Healthcare, studies suggest the following benefits:**
  - **Reduced medical errors**
  - **Improved quality of care**
  - **Addresses workload issues**
  - **Reduces burnout of healthcare professionals**
  - **Higher levels of patient satisfaction**

# **Benefits of a Team for Employees**

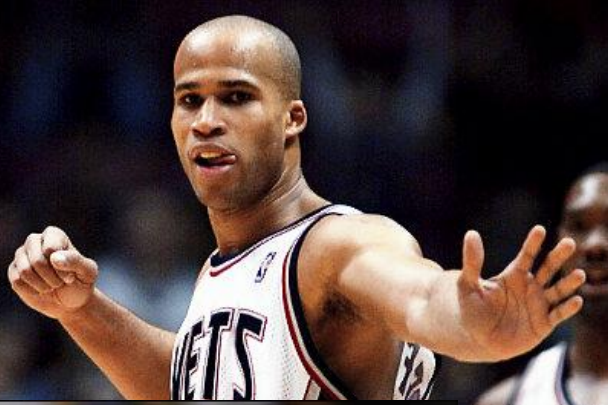
- **Working as a team helps employees learn their job faster**
- **Encourages members to strive for excellence**
- **Gives employees a sense of security**
- **Helps departments work constructively**
- **Gives employees a sense of ownership**

# **Building A Team**

o

**It's More than  
Hiring Great  
People**





# **2004 Olympics**

## **Team USA**

### **Men's Basketball**

- **All professional caliber basketball players**
- **Coach had led his team to an NBA title 2 months prior to Olympic games**
- **First US team with NBA players to ever lose in Olympic play**
- **Will go down in history as the most underperforming team to ever call themselves TEAM USA**



# Avoid the Me vs. We



# Me

- **Think that the world revolves around themselves.**
- **Suck the energy out of the team with daily dramas or crisis**
- **Whine about workload, schedule**
- **Martyr – The only one who can do it right.**
- **Bring childlike drama into adult situations**
- **Their issues are always on everybody's mind**

# **We**

- **Recognize that individual success is not as important as team success.**
- **Don't buy into the screaming Me-Me people.**
- **Thank people for individual performance that leads to team success.**
- **Celebrate team success**

**Teamwork depends on the performance of every single member on the team. I had trouble understanding it until my supervisor showed me how the office typewriter performs when just one key is out of order. All the other keys work just fine except one, but that one destroys the effectiveness of the typewriter.**



**One bad apple  
spoil the whole  
barrel**



# **More Than Hiring Great Individuals**

- Hire people who will work well together**
- Develop a shared vision and commitment**
- Encourage positive, informal interactions between group members**

**People can't  
support a team if  
they don't know  
where it's headed.**

# **Make It Easier**

**Don't put dissimilar goals out for the team.**

- Avoid causing different departments to bash into each other**
- Turf problems**

# Set Common Targets

- **What are we trying to accomplish?**
  - **Growth**
  - **Quality**
  - **Regulatory Success**
  - **Staffing**
  - **Meeting Budget**
- **Measuring the common targets is how we evaluate success.**

# Meetings Should Sync Around Targets

- **If we are not meeting a target, make that the focus.**
- **As a team, the problem belongs to everyone**
- **Everyone has a stake in resolving the issue.**



# Keep Score

- **Use scoreboards**
- **Keep team members involved**
- **Maintain excitement about how we're doing as a team**



# GET YOUR GAME ON!

AT

BAT



	1	2	3	4	5	6	7	8	9		RUNS		
BLACK	1	1	1	2						BLACK			5
GRAY	2	1	0	1						GRAY			4
GREEN	1	1	3	1						GREEN			6
NAVY BLUE	1	2	4	3						NAVY BLUE	1		0
ORANGE	1	3	2	3						ORANGE			9
PURPLE	0	0	2	1						PURPLE			3
RED	1	2	1	1						RED			5
TURQUOISE	1	1	3	1						TURQUOISE			6

BALL

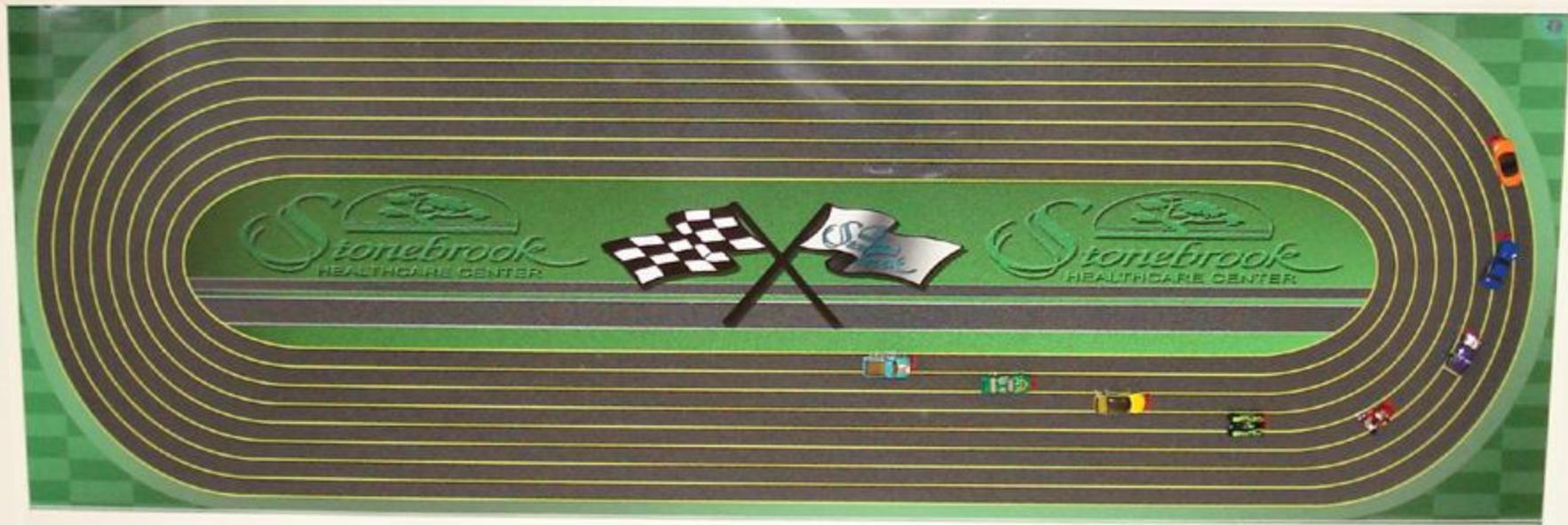
0

STRIKE

0

OUT

0



# RACE FOR EXCELLENCE

- LEADERSHIP DEVELOPMENT
- PERSON-CENTERED CARE
- RESIDENT SATISFACTION
- QUALITY IMPROVEMENT
- CULTURE CHANGE
- EMPOWERMENT



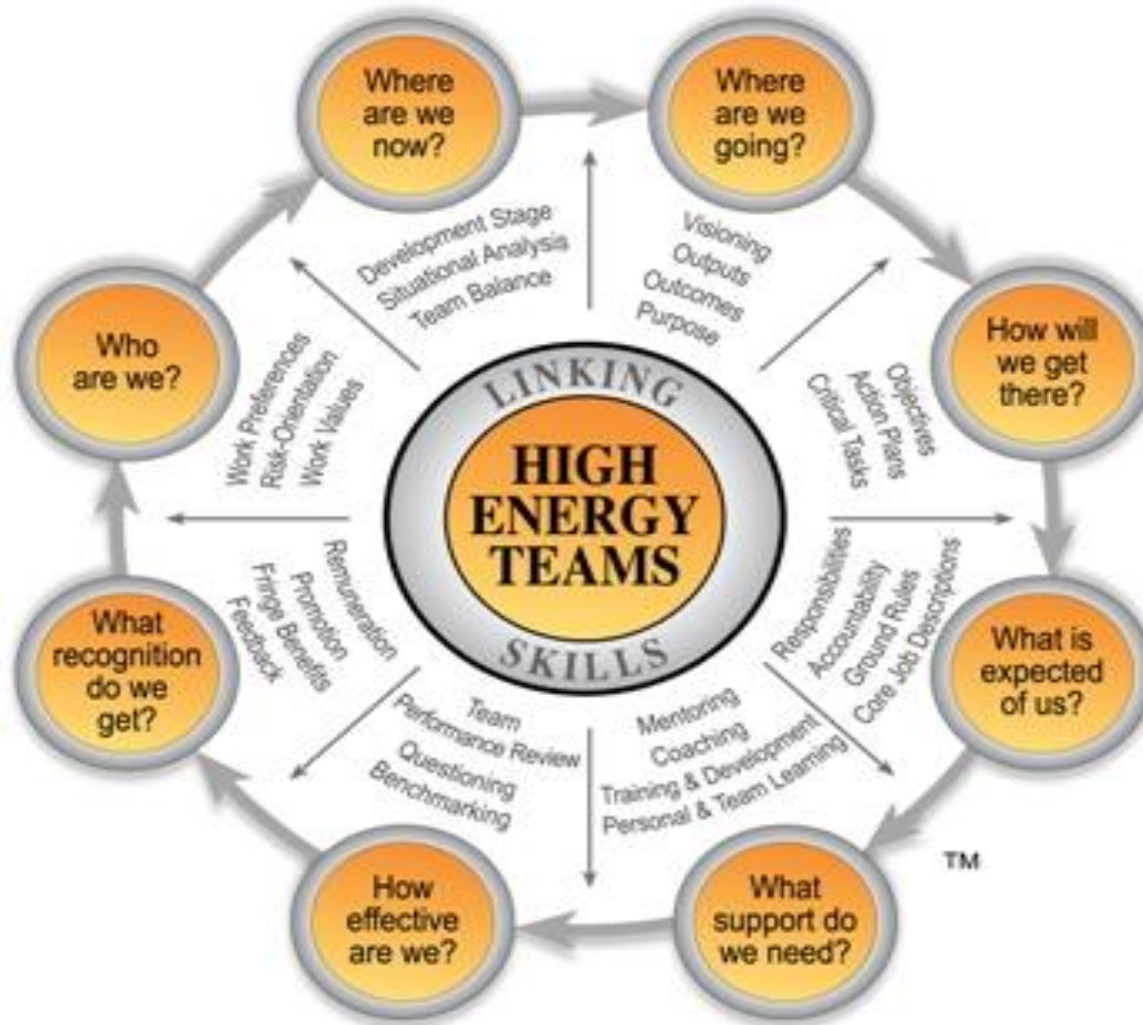
**If you don't keep  
score, others  
will...**

# **Celebrate Success**

- Often**
- Publicly**
- Keep focus team accomplishments rather than individuals**



# Margerison-McCann High-Energy Teams Model





# Who Are We?

- **Each person brings different strengths to a team.**
- **Each person will approach problems in a different way.**
- **Team members need to know “what makes each person tick”**

# Where Are We Now?

- **Assess your team members and identify your strengths, weaknesses, opportunities and threats**

# **Where Are We Going?**

- **Teams need to know where they are going.**
- **A team has to have a vision that is aligned with the organization's mission and goals**

# **How Will We Get There?**

- **It is important to plan a route from where you are now to where you want to be.**

# **What Is Expected Of Us?**

- **All team members need to fully understand**
  - **Their job description**
  - **Their role on the team**
  - **What they are responsible for**
  - **What they are accountable for**

# What Support Do We Need?

- **Training**
- **Development**
- **Supplies**
- **Skills**
- **Coaching**

# How Effective Are We?

- Regularly review performance
- Establish benchmarks for success
- Learn from mistakes

# **What Recognition Do We Get?**

- **There has to be recognition for the accomplishments of all team members.**
- **Celebrate success!**



**Stonebrook  
Celebration  
Dancers**



**Lessons  
from  
Geese**

# **Goose Fact #1**

**As each goose flaps its wings it creates an “uplift” for the birds that follow. By flying in the “V” formation, the whole flock adds 71% greater flying range than if each bird flew alone.**

# **Goose Lesson #1**

**People who share a common direction and sense of community can get where they are going quicker and easier because they are traveling on the thrust of one another.**

## **Goose Fact # 2**

**When a goose falls out of formation, it suddenly feels the drag and resistance of flying alone. It quickly moves back into formation to take advantage of the lifting power of the bird immediately in front of it.**

## **Goose Lesson #2**

**If we have as much sense as a goose, we stay in formation with those headed where we want to go. We are willing to accept their help and give our help to others.**

## **Goose Fact #3**

**When the lead goose tires, it rotates back into formation and another goose flies to the point position.**

## **Goose Lesson #3**

**It pays to take turns doing the hard tasks and sharing leadership. As with geese, people are interdependent on each other's skills, capabilities and unique arrangements of gifts and talents.**



## **Goose Fact #4**

**The geese flying in formation honk to encourage those up front to keep up their speed.**

## **Goose Lesson #4**

**We need to make sure our honking is encouraging. In groups where there is encouragement, the production is much greater. The power of encouragement is the quality of honking we seek.**

## **Goose Fact #5**

**When a goose gets sick or wounded, two geese drop out of formation and follow it to help and protect it. They stay with it until it dies or is able to fly again.**

**Then, they launch out with another formation or catch up with the flock.**

# **Goose Lesson #5**

**If we have as much sense as geese, we will stand by each other in difficult times as well as when we are strong.**

- Lessons from Geese

By Milton Olson or Ryugen Fisher or Robert McNeish

# References

- **Bentley, J. (2009) Teamwork to the Power of Eight. Team Management Systems. Tms.com**
- **Clements, D. (2007) Effective Teamwork in Healthcare: Research and Reality. Healthcare Papers, 7(sp)26-34**
- **Clintmaun.com. Teaming Made Easier**
- **Ezinearticles.com. 6 Key Benefits of Teamwork**
- **Learningcenter.net. How To Build A Team**
- **Nelson, B. (2008) Personalizing recognition, Mansueto Ventures LLC. New York, New York**