MD HEALTH WORKSHOP

Teamwork and Collaboration

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PURPOSE

The purpose of this workshop is to empower you with the knowledge and skills necessary to enhance teamwork and collaboration within the MD Health Team. By exploring trust-building, effective communication, conflict resolution, and leveraging individual strengths, participants will leave with practical strategies to foster a culture of collaboration, ultimately improving patient care and outcomes.

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AGENDA

- Teamwork and Trust
- Resolving Conflict
- Playing to your Strengths

Reminders...

"Coming together is a beginning. Keeping together is progress. Working together is success."

– Henry Ford

OPEN DISCUSSION

- Why is Teamwork so important?

- How does trust play a role in an effective team?

- What gets in the way of a team being great?

DISCUSSION IN PAIRS

What are some successful teams that you've worked in?

OR

What is a successful team that you admire?

Consider: what were the qualities that made that team so successful?

SO HOW DO WE BUILD TRUST?

Open and Honest Communication

Clear Expectations

Consensus Decision-Making

Shared Values and Goals

Active Listening

Support and Empathy

Consistency and Reliability

Conflict Resolution

Confidentiality

Accountability

Team-Building Activities

Feedback and Recognition

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RECAP FROM SESSION 1 - ACTIVE LISTENING

Receive
Eye contact
Open body language
Verbal and non-verbal cues
Close/remove distractions

Restate
Paraphrase and summarise
Demonstrate understanding
"So what I'm hearing is..."
Consider content as well as feelings

Respond
Advice
Solve
Direct

Reflect
Take a curious and open approach
"You've mentioned X,Y, and Z. I'd first like to ask you about Y. Is that okay?"
Show empathy
Ask questions and allow the other person to respond

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HONEST SELF-REFLECTION

How have you gone implementing the Active Listening Techniques from Session 1?

OPEN DISCUSSION

- What does the word 'conflict' bring up in you?

- Is conflict bad?

- Can it be avoided? Always?
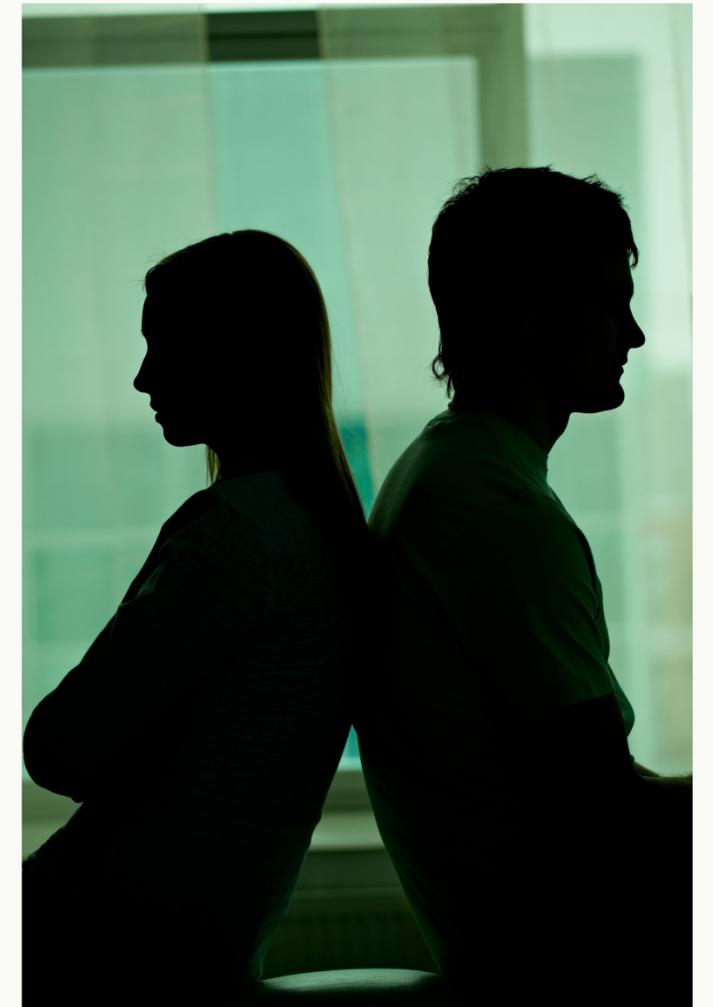
- How can conflict contribute to the success of a team?

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OPEN DISCUSSION

How do we resolve conflict at MD Health?

STRATEGIES FOR RESOLVING CONFLICT

- **Active listening**

- **Respect and empathy**

- **Aim to be objective**

- **Seek the win-win**

- **Mediation**

- **A culture that fosters growth mindset**

PLAYING TO YOUR STRENGTHS

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"I've never scored a goal in my life without getting a pass from someone else."

– Abby Wambach

OPEN DISCUSSION

Why is it important for everyone to play to their strengths?

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PERSONAL REFLECTION

What are your strengths?

- Take a moment to list out 5 of your strengths

DISCUSSION IN PAIRS

Share your strengths and consider how you can help each other, when each person plays to their strengths

KEY INSIGHTS

WHERE TO FROM HERE?

- What are your personal commitments?

- What support do you need? Accountability buddy?

THANK YOU!