



NURSE MANAGER CERTIFICATE PROGRAM
BUILDING TEAMS THAT ROCK

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INTRODUCTIONS

Name, Role, Center

If you could eat one food for the rest of your life, what would it be?

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TO PONDER...



- HOW DO YOU BUILD BETTER TEAMS?
- HOW DO WE MOVE BEYOND JUST COORDINATING TOGETHER?
- HOW DO WE UNLEASH THE POWER OF TEAM MEMBERS TO BE COLLABORATIVE THINKERS AND INDEPENDENT WORKERS?
- HOW DO WE FOSTER HIGHLY PERFORMING TEAMS TO MAKE OUR JOBS AS LEADERS EASIER?

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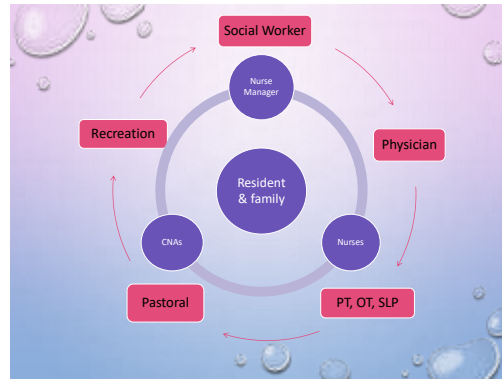
TEAMS

What Are Some Workplace Teams You Have Been Apart of in the Past?

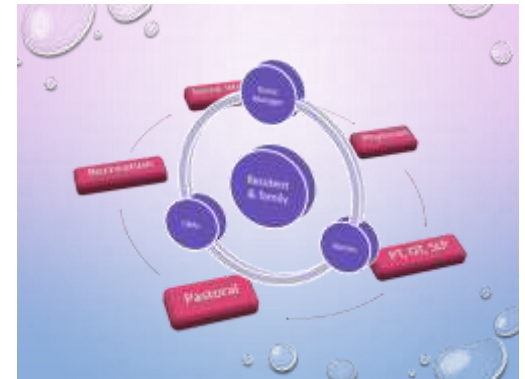
- Event Planning Team (cookout/party)
- QAPI/Quality Initiative (Falls/Med Errors)
- Survey Preparation/Corrective Action
- Safety Teams

Clinical Teams

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WHAT CAN WE DO?

- Teams can't repair a leaking roof or...
- End COVID-19 and...
- They will not function naturally just because we wish them to.

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Who's a Member

- First ask yourself what is our purpose?
- What's the goal?
 - Define the mix of members necessary to help achieve balance and the goal.
 - Skill level is important, but it is not the only criteria.
 - Know your team members and what they bring with them.

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WHAT IMPACTS YOUR SUCCESS

AS LEADERS YOU MUST COORDINATE ALL THE PIECES TO FIT TOGETHER.

FACILITY AND OUTSIDE FACTORS INFLUENCE YOUR TEAM ON ANY GIVEN DAY.

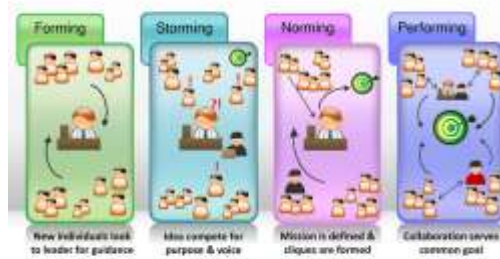
- STAFFING PATTERNS
- CENSUS/ACUITY/OUTBREAKS
- OUTSIDE INFLUENCES
- INDIVIDUAL RESPONSES
- STAFFING MIX

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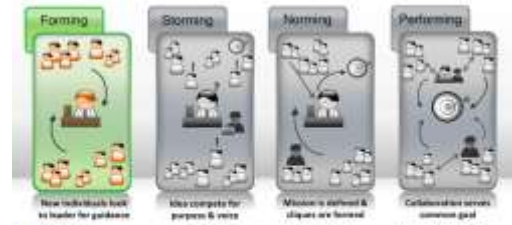
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Tuckman's Group Development



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Tuckman's Group Development Stages



- In this stage, most team members are positive and polite.
- Some are anxious, as they haven't fully understood what work the team will do. Others are simply excited about the task ahead.
- As leader, you play a dominant role at this stage, because team members' roles and responsibilities aren't clear.

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Tuckman's Group Development Stages



- Start to push against the boundaries established in the forming stage.
- Storming often starts where there is a conflict between team members' natural working styles.
- Team members may challenge your authority, or jockey for position as their roles are clarified.
- Some may question the worth of the team's goal, and they may resist taking on their

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Tuckman's Group Development Stages



- This is when people start to resolve their differences, appreciate colleagues' strengths, and respect your authority as a leader.
- They may socialize together, and they are able to ask one another for help and provide constructive feedback.
- People develop a stronger commitment to the team goal, and you start to see good progress towards it.

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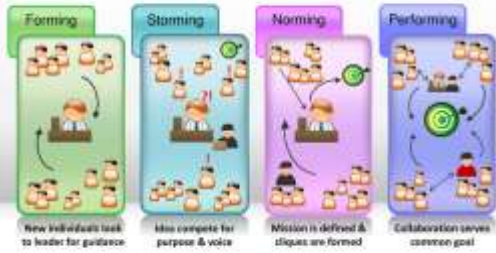
Tuckman's Group Development Stages



- The team reaches the performing stage, when hard work leads, without friction, to the achievement of the team's goal.
- As leader, you can delegate much of your work, and you can concentrate on developing team members.
- It feels easy to be part of the team at this stage, and people who join or leave won't disrupt performance.

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Tuckman's Group Development



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CREATING A STRONG TEAM BY...



- PURPOSE AND IMPACT
- GROWTH OPPORTUNITIES
- POSITIVE CULTURE
- RECOGNITION
- MEANINGFUL CONNECTIONS

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Individual

- How does your team support you?
- How can I as your manager support you?

Team

- How does this effect our team?
- How will this help?

Task

- Prioritize the care of the resident as #1
- What do we do now?

SET YOUR PRIORITIES

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What is the other person saying?

How does what you've been hearing go against your values?

What is the difference between your two perspectives?

What aspects of this conflict do you believe you're responsible for?

Can you put yourself in your coworker's shoes? How does she feel?

If we were to think outside of the box, how could this issue be resolved?

What will happen to you if this issue isn't resolved through this discussion?

What would you offer to do or change to help resolve this issue? What would you like in return?

GOOD QUESTIONS BEAT PERFECT STATEMENTS EVERY TIME

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MANAGING TEAM CONFLICT

- YOUR JOB IS TO CONSTRUCTIVELY ADDRESS CONFLICT SO EMPLOYEES CAN STAY FOCUSED ON THEIR WORK.
- YOUR EFFECTIVENESS AS A LEADER IS PARTLY JUDGED BY YOUR ABILITY TO ADDRESS AND RESOLVE ISSUES.
- ASKING QUESTIONS HELPS YOU PRESERVE YOUR NEUTRALITY.

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Teaming up with Millennials

Over-communicate everything	Model what it's like to be teachable	Respect the learning curve	Listen
<ul style="list-style-type: none"> • Don't assume young employees will understand everything you say the first time around 	<ul style="list-style-type: none"> • The best way to build teachability into my team is to model humility. Nothing hurts potential more than a talented person who lacks humility. 	<ul style="list-style-type: none"> • Everyone learns at a different pace and in different ways. 	<ul style="list-style-type: none"> • It would be unwise to ignore the input of your team, everyone has something to offer.

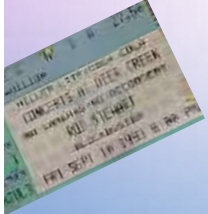
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Teaming up with Generation Z

All things digital	Model what it's like to be teachable	Continuous Learning	Listen
<ul style="list-style-type: none"> • Collaboration Tools 	<ul style="list-style-type: none"> • Frequent 1:1 • Purposeful work. 	<ul style="list-style-type: none"> • Platforms • Gamification 	<ul style="list-style-type: none"> • To foster diversity and inclusivity, offer.


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“HAVE I TOLD YOU LATELY THAT I LOVE YOU?”



- Given enough time, it's natural to fill the void with the worst-case scenario.
- It is very easy to fall victim to the illusion that silence creates, “All is well.”
- Don't forget that even (especially) our top performers need regular feedback.
- We can spend an inordinate amount of time with under-performers at the expense of quality time grooming, coaching, rewarding, and recognizing those whose work we rely on so very much

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RULES FOR THE ROAD

- IS A MARATHON, NOT A SPRINT
- CANNOT BE DONE BY ONE OR TWO PEOPLE ALONE
- KNOW YOURSELF AS A LEADER
- PROVIDE THE FRAMEWORK
- HELP PROVIDE STABILITY AND OPPORTUNITY FOR ENGAGEMENT
- HELP TO DEFINE YOUR CULTURE
- TO RESOLVE CONFLICT, ASK QUESTIONS
- BE A ROLEMODEL

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Be A Role Model



With help from some surprising footage, Derek Sivers explains how movements really get started.

Recorded at TED2010, February 2010 in Long Beach, CA.



“Leadership Lessons from a Dancing Guy.”

-Derek Sivers

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