



TEAMWORK AND COMMUNICATION ACTION SERIES: *Improving Patient Outcomes through Effective Teamwork and Communication*

ACTION PERIOD GUIDE

Webinar 2: Strategies for Effective Communication

By the end of this session, participants will be able to:

- Identify elements of structured and unstructured communication that support effective teamwork

Summary of webinar content:

- Unstructured Communication:
 - Communication styles
 - Sense-making
 - Direct communication
 - Triangulation
- Structured Communication
 - SBAR
 - Huddles
 - Three W's

Action period outcomes:

- Increase awareness of your own communication style, how it is different or similar to others and how these similarities and differences can be leveraged on your team

Through activities, apply the communication techniques discussed in the webinar

Your action period challenge this week

Instructions: There are two required activities for this week (personal reflection and the communications style quiz and discussion). Pick at least one other to do as a team in order to help apply the learning from the webinar.

Applied learning activities: see following pages for detailed instructions

Required – 1. Personal Reflection

Required – 2. Team communication styles

- Pick at least one
- Optional – 3. Trial a structure communication tool
 - Optional – 4. Just listen – Mindshift activity
 - Optional – 5. Guided discussion



TEAMWORK AND COMMUNICATION ACTION SERIES: *Improving Patient Outcomes through Effective Teamwork and Communication*

Required - Personal reflection:

1. Think about the team you currently work on and how you communicate.
 - What elements are working really well?
 - Are there opportunities to improve your team's communication? If so, what could be improved?
 - What impact does sense-making, direct communication, and triangulation have on your team? Are these concepts enhancing team communication or hindering them?
 - What did you learn at this week's webinar that you could start personally applying?
2. Individually, take the attached communication styles quiz.
 - Were you surprised at all with the results of your own communication style?
 - How do you think it affects how you work on your team?

Click on the link in
the attachment
tab to open the file



The Communication Style Assessment is from the IPC on the Run.
IPC on the Run. University of British Columbia, 2017.
<http://www.ipcontherun.ca/>

Required Activity: Team communication styles: (estimated time is 20-30 min)

1. Come together with your team and share the results of your communication style.
 - Allow each person to describe his or her communication style. If you are working in a larger team, ask members who have the same results to group together to discuss their communication style. Then have one member of the group report out to the larger team.
 - Remember, everyone has their own unique communication style and one is not better or worse than another.
 - Remind yourself to speak from a place of 'I' rather than labeling other communication styles and saying things like 'you always....'
2. Once everyone has reported out on their style, consider and discuss these questions
 - What do you have in common and what is different about your styles?
 - What improvements could we make to our team's communication to take in to consideration the variation of styles on our team?
 - How do you think you could leverage communication style differences to strengthen your team?
3. Revisit your teamwork agreement
 - Based on your discussion about communication styles, does your teamwork agreement need to be updated? Do ground rules need to be set around how you communicate?
 - Consider the modality, formality, and frequency of your team communication when updating the agreement.

Resources needed for this action:

- Completed communication style quiz (found above in the personal reflection section)
 - Your teamwork agreement
-



TEAMWORK AND COMMUNICATION ACTION SERIES: *Improving Patient Outcomes through Effective Teamwork and Communication*

Activity: Trial structured communication tool (Pick one) (estimated time is 30 – 45 min)

Structured communication tools have been shown to reduce patient adverse events and increase teamwork and communication in teams. Choose one tool to trial as a team.

SBAR

- Trial implementing SBAR with your team.
- Decide in what situations will it be implemented?
- If it's your first time using an SBAR, take notes as to what could be improved. Doing it over and over will help it become better and better.
- Attached is an SBAR template for your use.



SBARCommTool_SHEISler.pdf

Click on the link in the attachment tab to open the file

- Detailed instructions and information can also be found here about SBAR.



SBAR_Toolkit.pdf

Click on the link in the attachment tab to open the file

Huddles

- Implement a huddle within your team.
- Discuss with the team when, where, and the frequency of the huddle
- If it's your first time doing a huddle, take notes at the end of each huddle as to what could be improved. Doing it over and over will help them become better and better.
- Detailed instructions about how to do a huddle can be found in this document.



Huddles.pdf

Click on the link in the attachment tab to open the file

Three W's

- As a team, discuss the implementation of the Three W's.
 - What I see
 - What I am concerned about
 - What I want
- Using the attached tool, trial it with 1-2 interactions
- Take notes on how the tool could be improved and make modifications accordingly
- Discuss as a team its implementation and how you can continue to use it.



Sample Tool of using the Three Ws.pdf

Click on the link in the attachment tab to open the file

Resources needed for this action: reminder – you only need to pick one tool to implement

- SBAR template and toolkit - attached
 - Huddle guide - attached
 - Three Ws template - attached
-



TEAMWORK AND COMMUNICATION ACTION SERIES: *Improving Patient Outcomes through Effective Teamwork and Communication*

Activity: Just listen

(estimated time is 20-30 minutes)

Listening is an incredibly important part of good communication; however, it is a skill that people often ignore in team activities. This exercise can show team members how to listen with an open mind.

1. In advance of the session, print off and cut the set of index cards. You will need 4 cards for every 2 people in your group. Each card will have a different discussion topic listed on it (e.g. the role of culture in health care, trust in our work, your hopes for improving communication on your team, etc.).
2. Ask everyone present to pair off.
3. Provide each pair with their own set of four index cards.
4. One partner blindly chooses a card and then speaks for three minutes on how they think and feel about that topic. Their partner cannot speak during this time – their primary goal is to listen. The other partner can keep the time.
5. After three minutes, the listener has one minute to recap what their partner said. They cannot debate, agree, or disagree – only summarize.
6. Next, the roles switch and teams begin the process again.
7. Debrief as a team.
 - How did speakers feel about their partners' ability to listen with an open mind?
 - Did their partners' body language communicate how they felt about what was being said?
 - How did listeners feel about not being able to speak their own views on the topic? How well were they able to keep an open mind? How well did they listen?
 - How well did the listening partner summarize the speakers' opinions? Did they get better as the exercise progressed?
 - How can we use the lessons from this activity in our day to day work?

Resources needed for this action:

- Index cards – print before coming together as a team



Just Listen Index
Cards.pdf

Click on the link in the attachment tab to open the file

This exercise can also be found in the BCPSQC's Mindshift cards. The person who signed your team up for the action series also received a hard copy of these cards in the mail. Check them out for further team building ideas or the website <http://mindshift.bcpsqc.ca/>.



TEAMWORK AND COMMUNICATION ACTION SERIES: *Improving Patient Outcomes through Effective Teamwork and Communication*

Activity: Guided Discussion

(estimated time is 20-30 minutes)

Use the following questions as a guide to discuss the various topics discussed during the webinar and how they might be playing a role in your team.

1. What is going really well with respect to communication on your team?
2. What impact does sense-making, direct communication, and triangulation have on your team? Are these concepts enhancing team communication or hindering them?
3. Thinking about the judger and learner path concepts. How can we remind ourselves on our team to continue to switch lanes to be on a learner's path, as opposed to the judger path?

Resources needed for this action:

- None - just an open mind

There will be **two informal support webinars** held on **May 3rd from 9-10am** and **May 11th from 2-3pm**. These will be no formal agenda. Feel free to attend if you have questions or want to share your experience or have a tricky situation you want to talk through. An organizational development consultant who works with the Council will also be on hand to provide group support.

The next formal action series webinar is **May 18th at 2pm**.

Additional Resources:

If you are interested in doing some further reading on the topics we covered today, here are a few articles that we recommend.

Role of Effective Teamwork, Communication in Delivering Safe, High-Quality Care



Role of effective
teamwork and commu

Click on the link in the attachment tab to open the file

Interprofessional communication in healthcare: An integrative review



Interprofessional
communication in hea

Click on the link in the attachment tab to open the file

Teamwork and Communication in Healthcare



Canadian Framework
for Teamwork and Co

Click on the link in the attachment tab to open the file



TEAMWORK AND COMMUNICATION ACTION SERIES:

Improving Patient Outcomes through Effective Teamwork and Communication

Interested in learning more about communication styles? Check out this great podcast!

Listen to this podcast to get an overview of another way for you and your team to recognize how your personality may impact your team's chemistry. The podcast can be found here:

<https://hbr.org/ideacast/2017/03/how-personalities-affect-team-chemistry.html> (also downloadable on iTunes).

If you are curious about exploring your own type using the tool discussed in the podcast (and those around you), there is a quick [self-assessment](#) for you to run through. You just need to create a free login and quickly complete the 20 questions (it is really fast and easy to do).

A little bit of humour

Here is a link to a funny clip from the television show *Everybody Loves Raymond* as he models reflective listening. Always good for a laugh!

<https://www.youtube.com/watch?v=4VOubVB4CTU>