AHA Team Training

Team Overboard: How to Get Your Team Back in the Boat

July 16, 2020

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Rules of Engagement

• Audio for the webinar can be accessed in two ways:
  o Through the phone (*Please mute your computer speakers)
  o Or through your computer

• All hyperlinks on the screen are active if you click on them

• Q&A session will be held at the end of the presentation
  o Written questions are encouraged throughout the presentation
    • To submit a question, type it into the Chat Area and send it at any time during the presentation
Upcoming Team Training Events

*Live Q&A Chat on Mighty Network*
July 17, 2020 | 11:00 AM – 12:00 PM ET

Join Mighty Network to continue the conversation with our webinars speakers. The full hour will be dedicated to text-based discussion – no slides, no presentation, just exclusive access to connect with our speakers and each other.

*Webinar*
August 12, 2020 | 1:00 – 2:00 PM ET

Register for the webinar *C’mon! Not Another Initiative: Taking TeamSTEPPS Into Just Culture and HROs.*
Creating a more flexible, cost-effective, and engaged clinical workforce.

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Today’s Presenters

Jan Brauer, RN, BSN, MA
Clinical Education Coordinator
Providence Hood River Memorial Hospital

Rhonda Fischer, RN, BSN, CEN
Trauma Nurse Coordinator
Providence Hood River Memorial Hospital
Today’s Objectives

Participants will…

- Recognize the current state of their team's engagement
- Identify at least two steps to help their team regain momentum
- Learn tools of resilience to prepare for the next challenge
Has this ever happened to you?

• The visible waves...
• The unseen undercurrent...
• The temptation to blame...
What event has bumped you off course?
Team development is like the tide coming in
Momentum matters

1 Shock
2 Denial
3 Disengaged
4 Protest
5 Solution
Where to go from here?

- Compassion
- Confidence
- Challenges
Compassion lowers the lifeboat
Acknowledge their loss and give them permission to grieve it

- Validate their experience and its impact
- Offer practical ways to process their grief
- Be WITH them in the boat
Safe haven

REST and REGROUP
Safe haven...

• An extra measure of grace

• Gratitude and celebration

• Just say “YES!”
Be brave enough to go first
Confidence
• What went well...
  The power of perspective

• What didn’t go well...
  Give pain a voice

• What can we do differently...
  From emotional reactions to proactive responses
Ask for solutions
Develop mutual support

WHAT’S YOUR MINDSET?

PEER INFLUENCE...
PEER ACCOUNTABILITY

I ONLY GET TO THE GOAL WHEN WE GET TO THE GOAL
Voices get lost when the event dominates

Give their voice back----briefs, huddles and shared governance

Be brave, take notes, look for themes

Hear what they are proud of

Regain team voice
Engage with a quick win
Set Challenges
To pull the team forward
Confidence and Trust are critical to forward progress.

Cast the Vision
Rebuild around the patient

- Staff driven
- Staff solutions
- Leading toward larger goals
Address individuals still struggling
Leadership strategies

Look for leaders

Look for projects

Look to reimagine

What are you looking for?
Build and celebrate a new normal

- The tide does come back in with effort
- It’s up to you to set the stage and cast the vision
- And often higher than before it went out
  - People grow under pressure
  - Creativity blooms when it’s necessary
  - New leaders emerge
  - Some staff won’t make it
"For as a man thinks within himself, so he is"

Ancient proverb

Embrace the possibilities!
Key Takeaways

- **Compassion**
  - Slow down and recover the people

- **Confidence**
  - Small strokes to regain momentum

- **Challenge**
  - Cast the vision for a strong, resilient team
QUESTIONS and ANSWERS
Final Reminders

• Evaluation
  o Please complete the evaluation form that will be sent to your email shortly

• Continuing Education
  o Create a Duke OneLink account if you have not done so
    o Instructions can be downloaded from the Files pod or your registration confirmation email
  o Text COBNAD to (919) 213-8033 within 24 hours
    o Window to receive CE credit closes at 1:00 pm ET on Friday, July 17
Questions? Stay in Touch!

www.aha.org/teamtraining

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