

Leadership at lunch 2: Building your team

15 December 2023

Team-based working.....

Is a philosophy or attitude about the way in which organisations work-where key decisions are made by teams of people rather than individuals and at the closest possible point to the client / patient or service user.

Key components of a real team

- Team identity
- Team objectives
- Role clarity
- Improve decision making
- Maintain effective communication
- Increase constructive debate
- Improve inter-team working

The evidence

Professor Michael West

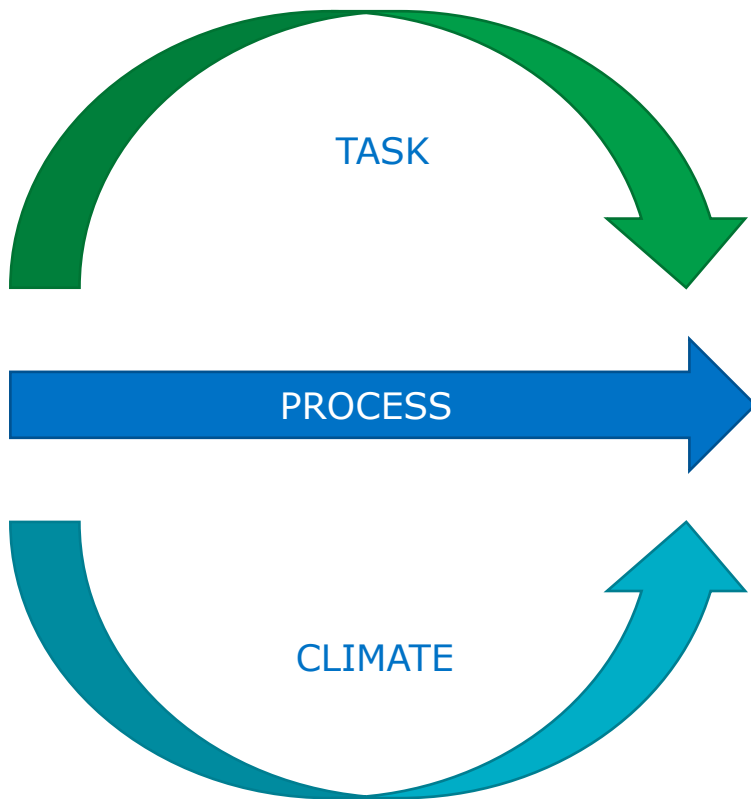


- More effective
- Higher levels of innovation
- Lower levels of stress, absenteeism and turnover



Specialists in team based working

The “Hamburger” Model



TASK: The 'what'

- Subject / objective / purpose / goal / outcomes

PROCESS: The 'how'

- Time allowed / roles / procedure / type of discussion

CLIMATE: The 'energy' or 'feel'

- Relationship / trust / behaviours / level of openness

Building a psychologically safe team



Compassionate and collective leadership

- **Compassionate**

- Altruistic motivation of healthcare professionals
- Develops a culture of openness
- Non-blaming
- Supports and encourages local innovation

- **Collective – every member of staff takes responsibility for**

- High quality care
- Safe care
- Effective care

The Influencing Model

