

Accelerating Team Performance



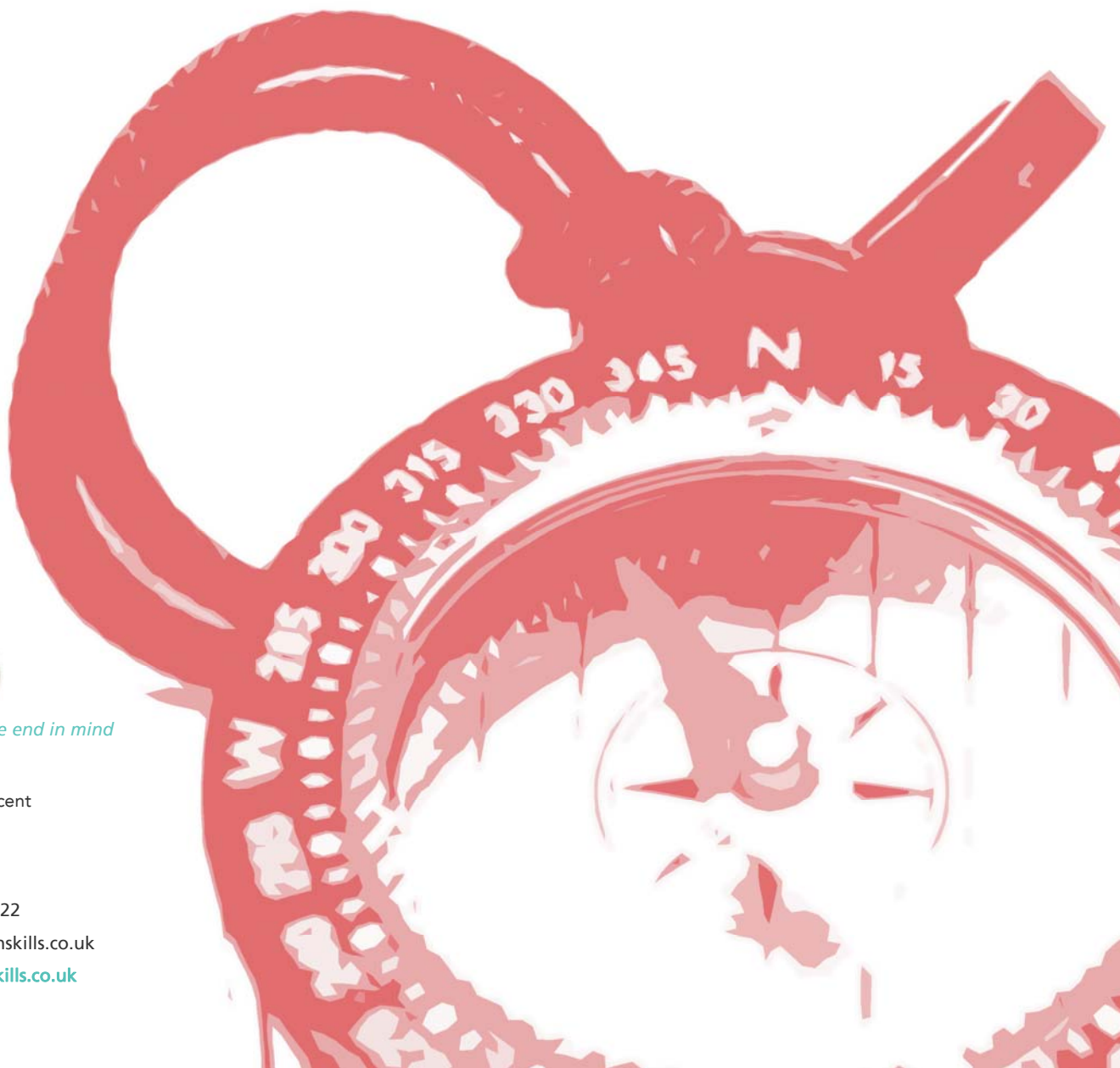
begin with the end in mind

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Good teamwork makes a critical contribution to effectiveness and innovation in healthcare delivery, and contributes significantly to the well-being of team members.

Why Team Development?

Healthskills has over 16 years experience working with many teams at all levels in healthcare and we have developed a **focused and challenging approach to improving team delivery**.

We have supported teams through start up, merger, through conflict and through new challenges. Our approach is based on a considerable body of research which shows that team working leads to greater efficiency and effectiveness in organisations.

“High performing teams have clear objectives. They have high levels of participation, low levels of stress, an emphasis on quality and support for innovation, and provide high-quality patient care. They also introduce innovations in patient care” (West et al., 2002).

The challenge for NHS managers, clinicians and team members therefore is to understand and implement team-based working across their organisations, by developing appropriate communication, education, training and human resource management systems which support team-based working.

Our experience has led us to develop **Accelerating Team Performance** programmes with **three dynamic levels of intervention** that can be tailored to meet your needs.

The Healthskills approach to Accelerating Team Performance

The framework for our programmes is based on the work of Patrick Lencioni in his definitive guide on how to develop and sustain successful teams; *The Five Dysfunctions of a Team* (Jossey-Bass, 2002).



He demonstrates that when teams are performing optimally they will:

- Have high levels of trust
- Be capable of robust challenge and unfiltered conflict around key ideas
- Have full and collective commitment to plans of action
- Have a culture that enables team members to hold each other to account
- Focus on collective results, rather than individual results or status

Often mistaken as five distinct issues, in reality they are all interrelated and highly effective teams consistently **focus on all five levels**.



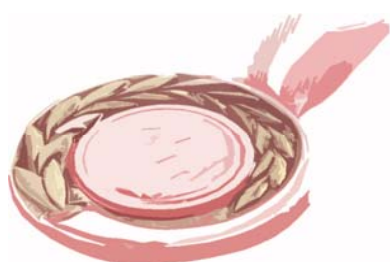
Healthskills also use a well-validated profiling tool to gauge team effectiveness. The Aston Team Performance Inventory (ATPI) is the UK's most **complete measure** of team performance. It can be used with teams that are performing well to enable them to develop further, and can also be used with teams that are under-

performing to help identify the causes preventing the team from achieving its potential.

To find out more about our approach to Accelerating Team Performance contact Mark Greenfield on **0800 652 3322**.

Levels of Team Intervention

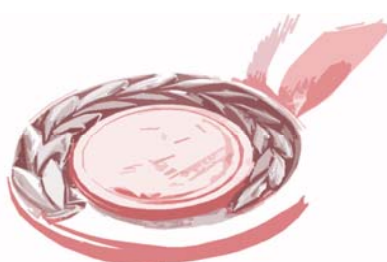
Healthskills offer three options which will accelerate team performance and delivery of outcomes:



Gold Level: Developing Sustainable Team Effectiveness

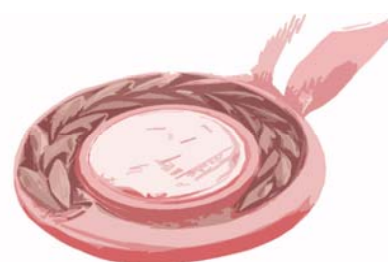
A six to eight month programme of interventions consisting of:

- Team diagnostics – briefing meeting to identify your needs and desired outcomes
- Individual (MBTI, HBDI) and team profiling (ATPI)
- Team development workshops
- One to one coaching
- Facilitation, review, action planning



Silver Level: Intensive Team Effectiveness Workshop

- Team diagnostics – briefing meeting to identify your needs and desired outcomes
- A three-day team development workshop, delivered sequentially or over separate days and incorporating individual or team profiles
- Facilitation, review, action planning



Bronze Level: High Impact Team Insights

- Team diagnostics – your needs and desired outcomes
- A one-day facilitated team development workshop including action planning

About Healthskills

Healthskills works in partnership with our clients offering organisational, leadership, board and team development.

Established in 1993 we have built up a considerable reputation for **quality of delivery, value for money and an outcomes focused approach.**

We work exclusively across the spectrum of health and care sectors working with front-line delivery teams, service users, professional and clinical leaders, senior teams and boards.

Healthskills has gathered an exceptional pool of talent and expertise able to provide end to end practical and innovative support to the full range of health and care organisations.

Leading our team are our 4 Directors; Mark Greenfield, Ann Hepworth, Charles Marshall and Anne Tofts, bringing exceptional direct experience and knowledge of the health and care system which includes operational management within the NHS as well as roles at regional level and within the Department of Health.

What do our clients say?

"We knew the team faced some challenges. The Healthskills team development programme enabled us to face those challenges head on resulting in a renewed and clear sense of direction, cohesion and a new found organisational energy. The sessions were very well facilitated and some excellent progress has been made."

Dr S M Hussein

Consultant Physician in General & Elderly Medicine, Lead Stroke Physician, Dartford & Gravesham NHS Trust

"Healthskills helped us to build a county-wide team from three separate PCT teams through team building events and individual team member profiling. Healthskills also facilitated two sessions which enabled us to develop a Prescribing and Medicines Management Strategy that genuinely incorporated ideas and contributions from across the team."

The P&MM strategy has been completed and implemented, and all members of the team have seen a broadening of their responsibilities leading to heightened job satisfaction and a more efficient and wider ranging service."

Healthskills enabled us to see our strengths and build on our weaknesses. We are a stronger team, because of Healthskills' involvement."

Head of Prescribing and Medicines Management

