

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

Optimum Performance Teams (OPT)

Our Approach

Healthskills has over 15 years experience working with many teams at all levels in healthcare. Our approach is based on a considerable body of research which shows that:

High performing teams have clear objectives. They have high levels of participation, an emphasis on quality and support for innovation, and provide high-quality patient care. They also introduce innovations in patient care.

Members of teams that work well together have relatively low levels of stress. Clear team leadership contributes to effective team processes, to high-quality patient care and to innovation.

The challenge for NHS managers, clinicians and team members 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. This is where our Optimum Performance Teams Framework can help.

Our Optimum Performance Teams Framework

Our framework is based on the work of Patrick Lencioni in his definitive guide on how to build and manage successful teams ***The Five Dysfunctions of a Team***

He states that when teams are performing optimally they will:

- Have high levels of trust
- Have the security to have robust and unfiltered conflict around key ideas

- Have full and collective commitment to plans of action
- Have a culture, rather than a system of accountability
- Focus on collective results, rather than individual results or status.

However, when teams aren't working optimally he identifies five dysfunctions,

- Inattention to results
- Avoidance of accountability
- Lack of commitment
- Fear of conflict
- Absence of trust

Often mistaken as five distinct issues, in reality they are all interrelated – making susceptibility to even one of them potentially lethal for the success of a team.

At Healthskills, we offer three options which aim to address team dysfunction:

Option 1: Developing Sustainable Team Effectiveness

A six-month programme of interventions consisting of:

- team diagnostics
- development workshops
- team coaching
- facilitation and action planning

Option 2: Intensive Team Effectiveness Workshop

A three-day team development workshop, delivered sequentially or over separate days

Option 3: High Impact Team Insights

A one-day team development workshop

Who would benefit from the programme?

Any team where the client feels that optimum team performance is critical and where currently there is a level of dysfunction that is compromising effective team working.

For further discussion about the our Optimum Performance Teams Programme for your organisation, please contact our programme manager Lucie Gilbert on 0800 652 3322 or email lucie.gilbert@healthskills.co.uk