Enhancing Microsystems: Teams in your Clinical Units

Drawing from the 10 key “success characteristics” of high performing clinical microsystems, this interactive workshop will focus on the critical elements of effective leadership and team interdependence.

The first session of the day, "The Answer is in the Room", will focus on the importance of empowering team members to find collective solutions to the challenges they face, maximizing the strengths found within the team. In the second session, “Leadership that Goes the Distance”, participants will discover how self-leadership is a marker for not only personal growth but team effectiveness.

The afternoon session, “Temperament and Team Performance”, involves an interactive exercise, revealing how personal temperament and communication style impact the team dynamic, particularly in the face of conflict. In the final session of the day, participants will learn how to identify and cultivate the leadership potential in others. Participants will also gain insight into how casting a compelling vision for a “leadership culture” will motivate, activate and ultimately transform their team.

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| 0900-0915 | Welcome and Introduction | Jan and Rhonda |
| 0915-1045 | The Answer is in the Room | Jan and Rhonda |
| 1045-1100 | Break |  |
| 1100-1200 | Leadership that Goes the Distance | Rhonda |
| 1200-1300 | Lunch |  |
| 1300-1430 | Temperament and Team Performance | Jan and Rhonda |
| 1430-1445 | Break |  |
| 1445-1545 | Empowering Tomorrow’s Leader | Jan |
| 1545-1600 | Best Part of the Day | Jan |

**SESSION DESCRIPTIONS**

T**he Answer is in the Room:**

All teams go through seasons of stagnation and conflict; members of a team need to understand that this is normal in order for the team not to get derailed. In the face of unexpected barriers, it is tempting to shift blame onto personnel.  What is more often true is, the project has lost focus, the leadership style isn’t effective or the leader has not empowered their team to proactively embrace and solve the challenges presented. "The Answer is in the Room" is an interactive workshop about empowering team members to find collective solutions, maximizing the strengths found within the team. Session participants will discover how they can utilize a four-step process (the 4Ds) to address team-based problem solving, propelling their team into a place of strength and effectiveness once again.

**Leadership that Goes the Distance:**

Without strong leadership, even the best teams will falter. Mastering the art of “self-leadership” is critical for both individual success and creating winning teams. However, most people find it easier to direct others rather than do the difficult work of self-reflection that will ultimately propel the whole team towards greatness. Rhonda will guide participants through a series of “self-leadership” questions that will help ensure you are giving the best possible gift you can give your team– a fully focused, deeply passionate and highly energized you.

**Temperament and Team Performance:**

In their most popular workshop, Rhonda and Jan will cover the elements of strong teams, explore the DISC tool as it relates to your team, and strategize how to deploy each member of your team into their place of strength for improved performance and patient safety. Participants will discover their personal temperament and that of their teammates through an interactive exercise. From there, participants will discover how their personal temperament and communication style is impacting the *team dynamic,* particularly when it comes to conflict management and team engagement.

**Empowering Tomorrow’s Leader**

One of the most rewarding aspects of leadership also presents one of the leader’s greatest responsibilities: *replication*. Effective leaders know that they multiply their leadership impact exponentially when they purposely invest in the next generation of leaders. In this session, participants will learn how to identify and cultivate the leadership potential in others. Jan will discuss the advantage of empowering front line staff and situational leaders to identify and activate team-based solutions to current barriers. Participants will also gain insight into how casting a compelling vision for a “leadership culture” will motivate, activate and ultimately transform their team.

*Rhonda Fischer, a bachelor’s prepared RN with a board certification in Emergency Nursing, brings her enthusiasm for people and joy-filled living in to her almost 25-year history as a nurse. She has worked both stateside and overseas in Emergency nursing and public health and was honored to receive the March of Dimes “Nurse of the Year” award for Oregon and SW Washington in the Emergency Nursing category for 2014. Rhonda is passionate about teaching others how to celebrate and support the unique contribution of each team member and the rewards of cultivating trust within the team. To that end, she has been a TeamSTEPPS Master Trainer since 2010, presenting at the local, state, and national level. Her engaging and energetic speaking style inspires others to never lose sight of what fuels their passion personally and professionally.*

*Jan Brauer believes that we are all unique and have something to contribute to a team. She is energized by working on highly effective teams and helping others tune their teams for greater success. With more than 30 years as a labor and delivery nurse and 5 years as a TeamSTEPPS Master Trainer in Oregon and nationally, Jan has become a leader in patient-centered teamwork to ensure that healthcare teams are working collaboratively to provide quality patient centered care. Audiences love Jan’s sense of humor and engaging, energetic approach to sharing the core elements of developing successful teams, the role of temperament in forming strong teams, and the practical tools necessary for building teams. Jan currently is a RN at Hood River Memorial Hospital in obstetrics.*