



**Team working: how to create a happier and more functional team in your practice**

Friday, 8 March 2019

Avon LMC, BS16 5HP

Coffee from 9.15am

Start at 9.30am and finish at 16.30pm

**Who is the course for?**

This course is for any member of practice staff curious to explore what makes Teams successful and what makes them fail.

**Course Overview**

During the day participants will examine and explore, through a series of exercises, challenges and discussions, the Five Key Elements of Team working that will lead to success or dysfunction.

**Participants will leave being able to:**

- Describe Teamwork, what it is and what it isn't.
- Identify what helps and what hinders great team working.
- List the Five Elements essential to great team working
- Describe the elements and how they show up in both dysfunctional and successful teams along with a range of solutions to address weaknesses.
- Conduct a short assessment to identify their own workplaces level of team working across the five elements.

**Programme**

9.00 – 9.25	<b>Registration and coffee</b>
9.25 – 9.30	Welcome and housekeeping
9.30 – 10.30	The Five dysfunctions of Teams Model (P. Lencioni). Start with the end in mind – Results Focus – introduction of team scoreboards, how to develop and use them.
10.30 – 11.00	Building Trust what is Trust and why is it the no.1 most important element of effective teams. How to increase trust.
11.00 – 11.30	<b>Coffee</b>
11.30 – 12.00	Mastering Conflict - what happens in conflict when people don't trust each other, what happens when they do? Why is conflict important?
12.00 – 12.30	Achieving Commitment what is commitment and why is it crucial. How does it differ from consensus. Gaining clarity and alignment around a decision.
12.30 – 1.15	<b>Lunch</b>

1.15 – 2.30	Embracing Accountability what is it in the context of teamwork and who is responsible for it? The effects of not embracing accountability in a team.
2.30 – 3.00	<b>Tea</b>
3.00 – 4.00	Focusing on Results. How to keep the team focussed on the goal and progressing towards it.
4.00 – 4.30	Reflection and Takeaways
4.30	<b>Close</b>

## RCGP Curriculum areas covered:

### Good Medical Practice Framework:

#### 1.1 Maintain your professional performance

- Keep knowledge and skills about your current work up to date
- Participate in professional development and educational activities

#### 1.2 Apply knowledge and experience to practice

- Adequately assess the patient's conditions
- Provide or arrange advice, investigations or treatment where necessary
- Prescribe drugs or treatment, including repeat prescriptions, safely and appropriately
- Provide effective treatments based on the best available evidence
- Consult colleagues, or refer patients to colleagues, when this is in the patient's best interests

#### 3.2 Work collaboratively with colleagues to maintain or improve patient care

## Feedback, Course certificates and Reflection on Learning

Please submit your feedback online by following the link in the email you will be sent after the course. Feedback will be collated and shared with educators.

Once you have left your feedback, you will be able to access your course certificate and reflection on learning template for this course.

Your course certificate and reflection on learning can be completed, added to or amended at any time, using your HLP login. You can also download it as a PDF document

## Sponsor

Our sponsor for the day is Chiesi

Chiesi are supporting the event through the purchase of stand space

## Course materials

Course documents will be emailed to you after the event.

[www.healthlearningpartnership.co.uk](http://www.healthlearningpartnership.co.uk)