



Creating a Strong Team

What is a Team?

A team is a highly communicative group of people with different backgrounds, skills and abilities who have a shared sense of direction toward a clearly identified goal. Use these questions below as a guide to building a strong, effective and successful team.

What is the purpose of our team?

- Identify, as a team, your primary aim or mission.
- Explain why it's important.

Who will be involved in the team?

- Keep teams to 4-6 members who will plan, implement and evaluate work.
- Consider the skills, backgrounds and abilities needed to achieve your purpose before assigning members.
- Involve staff from different shifts, units and departments.
- Make sure that organizational leadership and direct-care workers are represented.

How often are we meeting? Where? When?

- Determine how often your team will meet.
- Select a location and time.
- Assign a person to coordinate the meetings and provide updates to schedule changes.

Who will do what during the meeting?

- Open meetings with a summary of the last meeting.
- Facilitate meetings and ensure that action steps are accomplished.
- Document who attends and what happens at each meeting.
- Assign activities to team members.
- Assess progress and identify next steps.

Who will do what after the meeting?

- Communicate what happened in the meeting to those who did not attend.
- Tell staff and residents about what happened in the meeting and how it impacts them.
- Get their input.
- Promote the team's accomplishments.

The 4 C's of Effective Teams

Commitment

The team is dedicated to a shared goal with the expectation of a worthwhile result.

Cooperation

Team members work together to achieve a shared goal.

Communication

Each team member openly exchanges thoughts, opinions and ideas.

Contribution

Each team member contributes to a portion of the work and communication that leads to the achievement of the shared goal.



This material was prepared by atom Alliance, the Quality Innovation Network-Quality Improvement Organization (QIN-QIO), coordinated by Qsource for Tennessee, Kentucky, Indiana, Mississippi and Alabama, under a contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Content presented does not necessarily reflect CMS policy. 15.ASC2.01.005