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EFFECTIVE TEAM WORKING & COMMUNICATION.

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INTRODUCTION

- Elysium is a partnership in care organisation that was launched in December 2016 with the portfolio of partnership in care and the Priory Group United Kingdom.
- It spreads across mental healthcare, neurological care, education and children with private patient services.
- Elysium is unique because is a young company with passion for delivery of holistic approach care to both mental health, supported living and residential care.
Elysium is registered by CQC with thirty beds. (www.elysium)

BENEFITS OF TEAM WORKING IN HEALTHCARE

➤ Teamwork

Teamwork is combined efforts, or the actions of a group to achieve a common goal or to complete a task in the most effective and efficient way. (Morgan,2017)

➤ Benefit Of teamwork in Healthcare

➤ Teamwork is one of the Keys for the success

In the healthcare, the patient should always come first. When they lives and well-being have been troubled.

Is an essential tool for constructing a more effective and patient-centered health care delivery system.(Todd Berner,2019)

By implementing the following steps, it will help improve the client satisfaction and consequently improve the revenue.



ADVANTAGES OF TEAMWORK

➤ **Increase of motivation**

When a group of individuals work as a team and all work together towards the same objectives, this increases team satisfaction and individuals become motivated to go an extra mile.(Maslow's hierarchy of needs,2015 Page 9)

➤ **Overall Satisfaction**

➤ **Service user satisfaction -**

If all the individuals supporting the service users are in the same page and working together this will ensure routines are being followed.

➤ **Team satisfaction** - Working as a team will ease off and relieve stress and pressure from all the team members. Staff members will be more confident, and the work environment will be very pleasant.





➤ Increased Learning

Daily contact and in different situations, makes team members exchange experiences and share knowledge, constantly increasing the learning of each one.

➤ Improve Responsiveness

You will more confident and that will help you to deal with some issues without waiting for someone

➤ Increase the Teamwork Synergy

"Alone we can do so little; together we can do so much." - (Helen Keller,1980)

Synergy is the combined action that takes place when different individuals collaborate for one common cause that improves results by the sharing of perceptions, insights and knowledge (Moran, Abramson & Moran, 2014).

Conclusion

In order to all this to Work effectively at Elysium, must have a great form of communication and that could be implemented by reading documents such as:

- Checklists
- Verbal Notes Communication



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Team development: Bruce Tuckman's theory

Forming

- This is when the group is first made, and members get to know each other
- They must try to understand their roles as well as the task at hand
- During this stage, there may be confusion on how to work together or problems with communication
- A leader is needed to direct their colleagues in order to complete the task

Storming

- The storming stage is where most conflicts happen. Colleagues will compete for roles and leadership.
- People may have different perspectives and views on certain things and will disagree
- These issues can be sorted by having a leader clarify roles and form partnerships so that further conflict does not happen, and the group becomes focussed

Norming

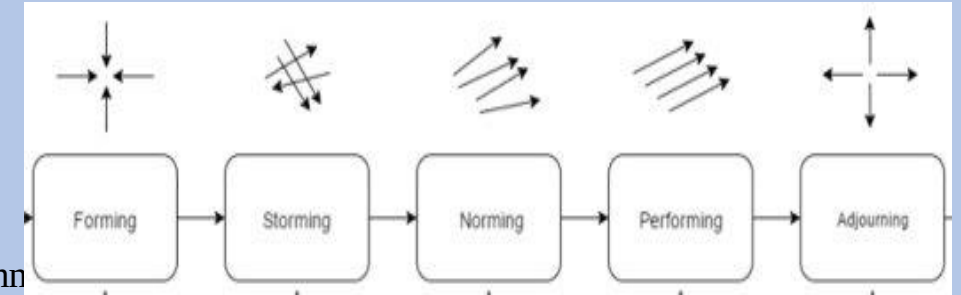
- This is when the team starts to work together by doing their task.
- Everyone knows their roles and the leader is maintaining communication among the group

Performing

- This is when the team is working at their best as they are talking, working and trusting each other to complete the task during this stage
- This is where group decision making works as each person has learnt to overcome their differences and work as a team
- The leader shows gratitude for good work to individuals and the entire team so that everyone is motivated to complete the task

Adjourning

- Once the team finish their goal the members disband or stay together based on their results or the task
- The team members may be upset that they no longer work together after becoming used to each other and becoming close work colleagues



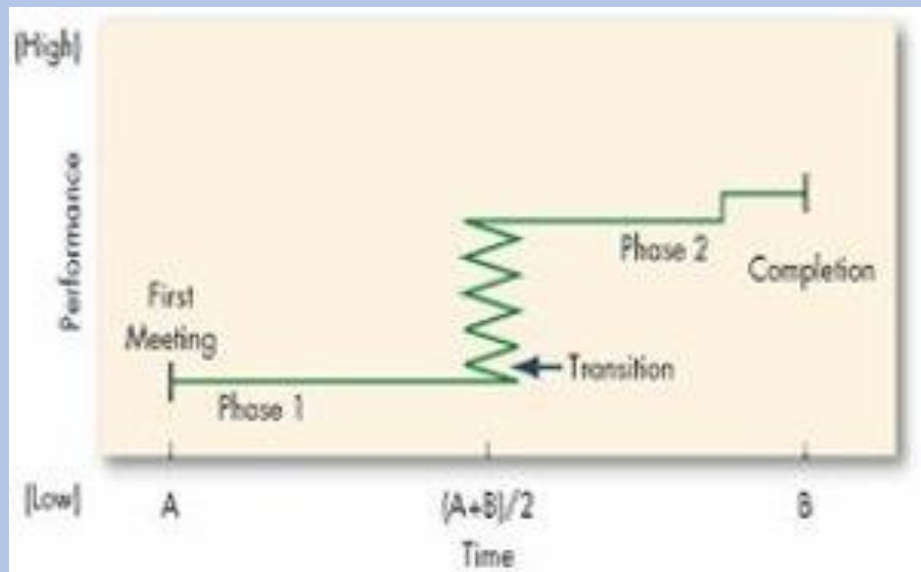
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Understanding Team development

- In order to understand Tuckman's theory, we need to understand how teams progress through these stages. McCahan et al^[2] said that 'the stages move from organizing to producing, and although the stages appear linear, in fact teams may move backwards depending on events that may influence the team and the communications strategies that they use' +
- As seen with the model prior certain stages are dedicated into organising the hierarchy of a group in order to effectively produce good results later. However, for this to happen the group must consistently overcome the obstacles present in each stage. Other theorists such as Miller^[3] recognise that 'Teams have high expectations and are eager of what is to come' in the forming stage and 'as the different operating styles and team roles styles become more apparent under real-world pressure, clashes occur'
- Understanding these factors of teamwork and performance allows the team to thrive as well as develop future strategies in order to further enhance crucial areas such as overcoming potential barriers, roles and communication
- For example, most companies or institutes apply a team forming activity or some form of orientation in order to establish an interpersonal and professional level of understanding among teammates

Other theories of team development

- The punctuated equilibrium theory or PEM is another team development theory developed by Hurt in^[4] 2012 and outlines three stages of team development
- The first stage of PEM is the formation of the group. This is when the group socialises and is most relaxed. Performance is low as the team is focussed on orientation.
- The second stage is when members of the team start to put in a lot of effort to complete the task. This is where problems arise which are then confronted. These problems and future criticisms provides the team the means to increase their performance to a high level
- The last stage is when the team focusses on new directions and goals to achieve their goals. If they discover that certain methods are in-effective they will drop these ideas while gaining a new perspective.



How is this applied?

- Both models of linear team development are valuable to any company or institute as they allow us to see and theorize the nature of making a highly effective team in a work environment and overcome potential issues.
- Tuckman's theory allows us to theorize the stages of a group however, it lacks the timeframe element of team projects. This is where Hurt's Punctuated-Equilibrium Model fills in the blanks as it offers us a means to evaluate the time frame of team development rather than focusing on the definitions of the stages^[5]. When these theories are combined, they show a clear and accurate observation of teams being formed and their benefits.
- Hayes^[6] also states 'most groups go through four or five stages of development depending on whose perspective of group development one may choose to use' even though theorists use refer to these stages with different names it's clear to see that these are relevant observations of stages that most if not all teams will encounter at one point throughout the team's lifetime.
- This shows the effectiveness of team development series and how to successfully use them in order to increase productivity and generate quality results

Application in the working field

- Using the principles of team development and applying it to health and social care you can clearly see its benefits and necessity
- Forming teams while using its various theories you can further enhance communication which shortens the space for errors within the workplace which is especially important when dealing with vulnerable patients
- Working in teams allows workers to share in workload which means tasks are completed more quickly and efficiently while also increasing interpersonal and work relations among staff by creating solidarity.
- Teamwork hones communication skills among employees. This is important as in the health and social field communication is key as one person is not solely assigned to a patient. Rather it's a finely tuned team working together and effectively communicating amongst themselves in order to meet the patient's needs.
- The skills used while teamworking and highlighted in these theories can be applied to the rapport you have with your patient as they can in essence become a part of your team in certain situations and many of the prevalent skills can be applied in your relationship with them.

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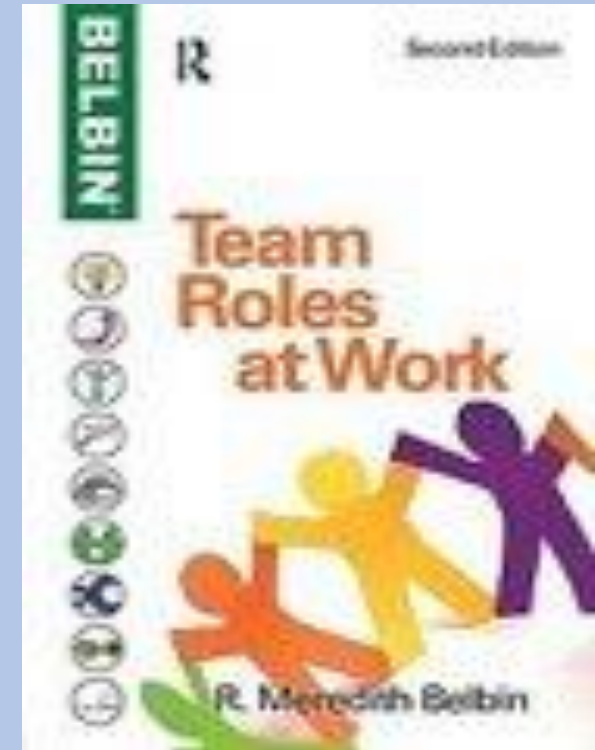
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logo Nicoleti. “Modelo de Tuckman.png”, Wikimedia Commons,

Team roles-what is a team?

- According to Belbin Associates (2020) a team consist of the following:
- Group of individuals
- Relatively common goal
- Liaising
- Effective communication



TEAM ROLES

The 9 Belbin's team roles

➤ **Resource investigator:**

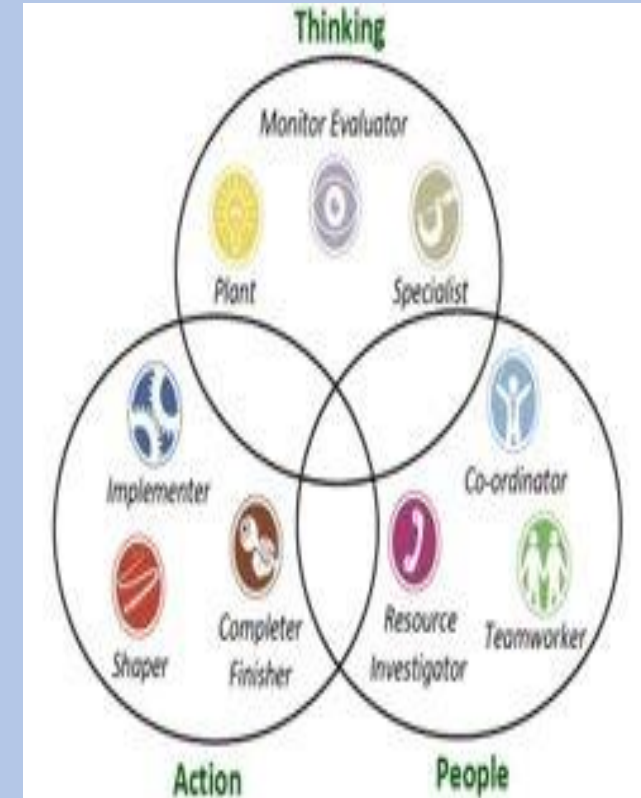
They are enthusiastic and communicative who explores opportunities.

➤ **Monitor evaluator:**

Sober ,strategic and discerning in everything they do. Also judges accurately.

➤ **Team worker:**

Co-operative and mild ,they listens and builds.



➤ **Planter :**

Creative ,imaginative ,unorthodox and solve difficult problems.

➤ **Specialist:**

Single minded, self-starting and dedicated person who provides knowledge and skills in rare supply.

➤ **Shaper:**

The shaper role is performed by people who are dynamic, and relish Challenge a positive mental attitude and strive to find the best ways to overcome challenges facing the team.

- **Coordinator:** Coordinators are possessing the traditional team role. They're mature and confident in nature and possess great listening skill. They guide the activities of the team to what they identify to be the team's obligations and are good at delegating duties.



➤ **Implementer :**

They are practical, efficient and well-organized. Implementers turn the team's ideas and thoughts into actual plans. Because of their conservative nature, implementers are rather rigid and slow to accept change in a team.

➤ **Completer/ Finisher**

Finishers have an eye for detail. In a team, they're regarded as perfectionists because they're the ones who detect errors or omissions and strive to ensure that the team adheres to deadlines and deliver on time. (Gunduz ,2008)

In healthcare they would normally have a combination of implementer ,completer, finisher and team worker. Using only those type of roles at Elysium they won't have an effective team and the team dynamics will not increase. So ,in order to do so Elysium care would need to assign a role to each person. Listening to each other and implement more ideas so they will have an effective team.

Strengths of the Belbin model

- These models repair difficulties within current teams and ‘create great teams from scratch’.
- They promote individuals to become more self-reflective. (Belbin Associates, 2020)



Weaknesses of Belbin model

- Allowable weaknesses sometimes be manipulative and might offload their share of the work. Also, they might over-delegate, leaving them with little work to do.
- Lack of drive and ability to inspire others can be overly critical.

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MANAGING CONFLICTS AT WORKPLACE

➤ **Definition:**

Conflicts occurs when the initial set goals to protect and increase the wellbeing of patients comes into conflicts with some other set goals (ccjm,2008)

➤ **Types of Conflicts**

- We have healthy or unhealthy conflicts – they are not to be ignored in Elysium Healthcare setup
- Healthy conflicts occurs because of differences of opinion
- Unhealthy conflict is the type of personalised opinion which can jeopardizes the work environment



problems encountered in a team – Barriers

Lack of communication: Lack of communication tools example work-email, phone, concealing information's

- **Language barrier:** different spoken languages, Lack of interpreters
- **Personality clashes:** This is demonstration of ego, id and power.
- **Non commitment:** When staff are not committed to the believe of the policy and procedure of the company
- **Poor leadership:** Unskilled leaders, leaders that are not well trained
- **Hiding information:** Noncompliance to the policy of Whitsel- blower
- An examples of these are poor listening skills between workers or staff members
- Insufficient sharing of information's among the team.
- Differences in interpretation and perception of ideas.
- Unacceptable or wrong body languages and many others are all hindrances or barriers to communication.



➤ Five Styles of Conflict Management.

According to Kenneth Thomas and Ralph Kilmann in the 1970s they gave the theory and clue which identify the five styles of conflict and the development of a widely used self-assessment called the Thomas Kilmann Conflict Mode Instrument, also known as TKI.

- According to Thomas-Kilmann Conflict Mode of Instrument (Mountain View, CA: CPP, Inc., 1974). That Can be used to manage conflicts in any organisation like Elysium Healthcare if employed
- Your - company Elysium will be more effective and comfortable in dealing with conflict if you get a good way of stopping or managing conflicts early.

➤ Collaborating

This approach makes the manager to work with the people involved to develop a win-win solution. Working with other professionals in mutual understanding of concerned issues.



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Examples continue;

➤ **Competing**

In a competitive style, those who takes firm stand are the winner. They use aggressive but (Non-violence) approach and take advantage on the matter on ground.

➤ **Compromising**

Compromising style entails each person must compromise to surrender or let go something that contributes towards conflict. The best is to resolve the conflict and allow an individual to win.

➤ **Avoidance**

This style is useful, and the outcome is to address low concern for the team members and the production team

➤ **Accommodation**

This is when there is high concern for the team members and low concern for production.



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➤ CONCLUSION

- All method of conflict resolution will not work without adequately engaging in and respecting each other's opinion and be ready to agree and disagree willingly to resolve all issues on ground at Elysium Healthcare Ltd.
- Everyone within the staff members must be willing to:
 - Listen to each other well to resolve issues
 - Acknowledge all well at work in Elysium
 - Respond quickly to issues at Elysium according to policy and procedure.
 - Resolve differences according to policy and procedures at Elysium healthcare Ltd



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SUCCESSFUL TEAM DEVELOPMENT

At Elysium Care Company, we execute successful team development through:

- Idea Sharing
- Encouragement
- Transparency
- Professionalism
- Contingency Plans

Idea Sharing

- At Elysium Care company, sharing ideas promotes opportunities and added support for team members, patients and management.
- Sharing ideas among team members makes the standard of communication flows easily, resulting in an easier and more amicable solutions for day-to-day problems. We share ideas about multiple different things



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Encouragement

- Encouragement of team members mentally stimulates them to carry out effective preparation and planning day-to-day. Encouragement also boost team effort which aids in the smooth running of our company.
- "Encouragement is one of the most common ways through which individuals express support for one another" Y. Joel Wong(2015)



Transparency

- At Elysium Care Company, they maintain a classic way to be always transparent in our everyday operations. Our team develops a filing system that keep records clear and retrievable in case of an emergency.
- Transparency shows how thorough Elysium is and that we give the best in every aspect of our company's execution or delivery in our daily functions.



Professionalism

- “Professionalism involves Understanding the formal and informal expectations of conduct associated with the health administration profession.” Garman (2006)
- At Elysium Care Company, their utmost goal is to maintain and develop the highest level of professionalism, therefore, they aim for nothing less than prestigious delivery of our service given to patients. They try multiple different things to make sure the performance is high for example using courses



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- According to Awasthi (2020), “If an organization wants to save itself from heavy losses that may occur due to a disaster or a critical process failure it is essential to have a robust and working Business continuity plan.”
- These plans are put in place to minimize strains, stress, inconvenience and disappointments that will slow down or affect our day-to-day operations.