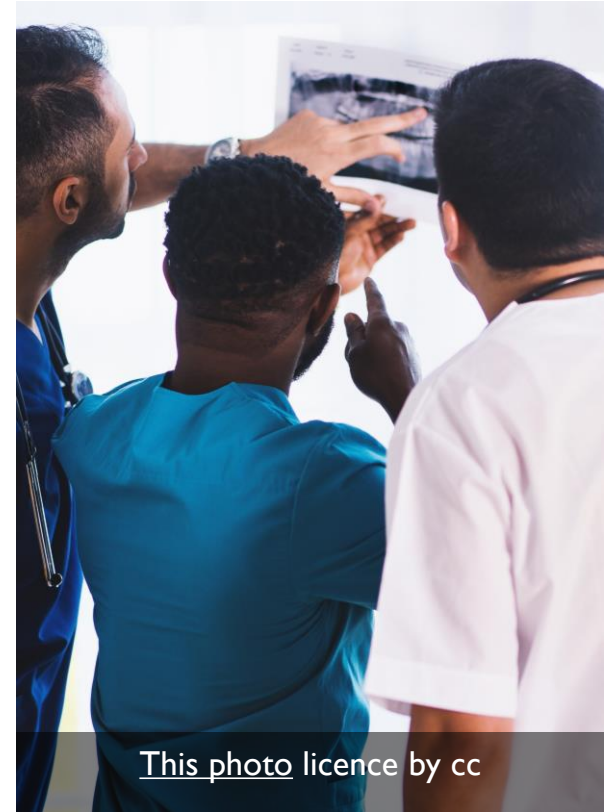


GOODHEALTH MEDICAL AGENCY THE IMPORTANT OF TEAMWORK

- We are a team from the Good health Medical agency. In today presentation we will be talking about the important of teamwork for young doctors working for the NHS.



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GOODHEALTH MEDICAL AGENCY TEAM MEMBERS

- MOMOH KARGBO- 2007682 BENEFITS OF TEAMWORK
- OLAYNIYI OLADEMEJI-2009509 TEAM ROLES
- WINNIE NZARAMBA –2014619 MANAGING CONFLICTS
- RICHARD ORJI- 2013435 SUCESSFUL TEAM DEVELOPMENT



WHAT IS TEAM?

- A Team is a group of people who exist to accomplish specific task that are related to common goals (Maund et al 2017)
- According to Kozlowski and bell (2017) a team is a group of people who exist to perform organisational relevant tasks, share one or mor common goals interact socially, maintain and manage boundaries,(p334)



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WHY IS TEAMWORK IMPORTANT

- Clinical care - clinical is becoming more complex and specialized, and forcing medical doctors to attempt complicated health service and learn new method to deal with aging population due to increase of chronic disease like diabetes and cancer (Ray, L, 2018)
- Reduce medical error- researchers have found that working together reduce the number of medical error and increase patient safety. (Ray, L, 2018)
- According Mijakowski D (2018) research confirm that teamwork is important because it reduce lower level of burnout for medical professional
-



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BENEFITS OF TEAMWORK

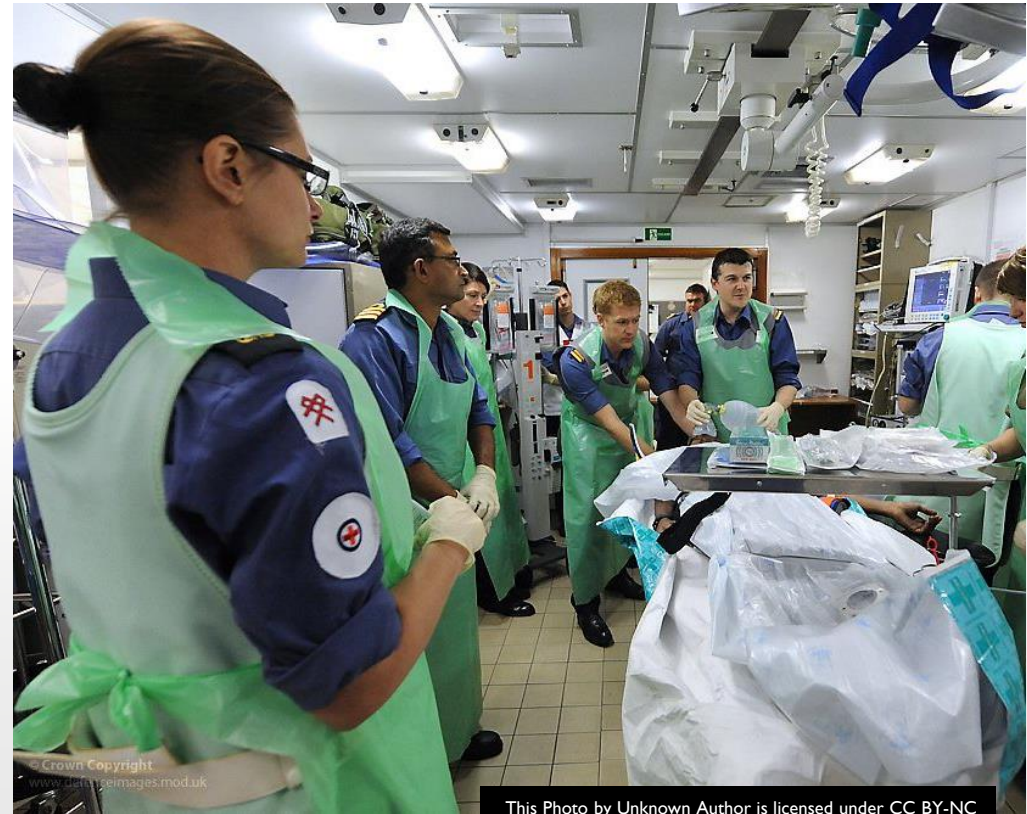
- Improved quality of care
- Improved patient safety
- Stress Reduction
- Time management
- (Ray, L 2018)



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TEAM ROLES

- **WHAT IS TEAM ROLES?**
- According to Belbin (1981) team roles is performance of an organization to achieve organizational goals and depend on many factors such as strategy ,structure and technology.



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TEAM ROLE

~~Base on personality belbin's research there~~
are 9 identification of _team roles:

(1) Resource Investigator: this is the uses of innovative and curious by nature to find the ideas to bring back to the team

Strengths: the area of strength extravert ,enthusiastic, communication, explores different way of working, building and developing contact

Weaknesses: Over-optimistic, and resource investigator can lose interest quickly.



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TEAM ROLE

- **(2) Team worker:** this helps the team to work well together, and they have a great capacity for flexibility and adapting to different situations and people complete.
- **Strengths:** perceptive and Co-operative, diplomatic, and must be a good listeners within the team
- **Weaknesses:** Can be indecisive in pressure situations and tends to avoid confrontation. Maintain neutral position during discussion and decision making
- **(3) Co-ordinator:** Needed to be focus on the team's objectives, draw out team members and delegate work appropriately,
- **Strengths:** Mature, confident, identifies talent. Clarifies goals.
- **Weaknesses:** Can be seen as manipulative and might offload their own share of the work.

TEAM ROLE

(4) Plant: Tends to be highly creative and good at solving problems in unconventional ways.

Strengths: Creative, imaginative, free-thinking, generate ideas and solves difficult problems

weaknesses: Might ignore incidentals and may be too preoccupied to communicate effectively.

- **(5) Monitor Evaluator:** Provides a logical eye, making impartial judgements where required and weighs up the team's options in a dispassionate way.
- **Strengths:** Sober, strategic and discerning. Sees all options and judges accurately.
- **weaknesses:** Sometimes lacks the drive and ability to inspire others and can be overly critical.

TEAM ROLE

- **(6) Specialist:** Brings in-depth knowledge of a key area to the team.
 - Strengths: Single-minded, self-starting and dedicated. They provide specialist knowledge and skills.
 - weaknesses: Tends to contribute on a narrow front and can dwell on the technicalities.
- **(7) Shaper:** Provides the necessary drive to ensure that the team keeps moving and does not lose focus or momentum.
 - Strengths: Challenging, dynamic, thrives on pressure. Has the drive and courage to overcome obstacles.
 - weaknesses: Can be prone to provocation and may sometimes offend people's feelings.

TEAM ROLE

- **(8) Implementor:** This is needed to plan a workable strategy and carry out as efficiently as possible.
 - Strengths: Practical, reliable, efficient. Turns ideas into actions and organises work that needs to be done on a team
 - weaknesses: Can be a bit inflexible and slow the reaction to respond to new possibilities.
- **(9) Completer Finisher:** Most
 - effectively used at the end of tasks to polish and scrutinise the work for errors, subjecting it to the highest standards of quality control.
 - Strengths: conscientious Painstaking, anxious. Searches out errors. Polishes and perfects.
 - weaknesses: Can be inclined to worry unduly, and reluctant to delegate.

MANAGING A CONFLICT IN THE MEDICAL TRAINING AGENCY

WHAT IS A CONFLICT?

- When people work together in a team, conflict will always arise from differences because of diverse backgrounds,

Personalities and beliefs (Sharma P.C,(2008).

Causes of Conflicts:

- People may be rude and disrespectful.
- Unfair treatment/discrimination .
- working in a poor environment.
- Changes to work environment, pay, opportunities etc.
- Poor management styles.
- Understanding the nature and source of conflict and its progression , stages, resolution,, and outcome is a vital aspect of leadership.

FORMS AND SOURCES OF CONFLICTS:

Communication Factors

- Communication barriers involve: poor listening skills, lack of sharing information, differences in understanding and opinion and non verbal signs being ignored or missed.

Personal Factors

- Involves things such as individuals self esteem, personal goals, values and needs.
- Getting along with others

Structural Factors

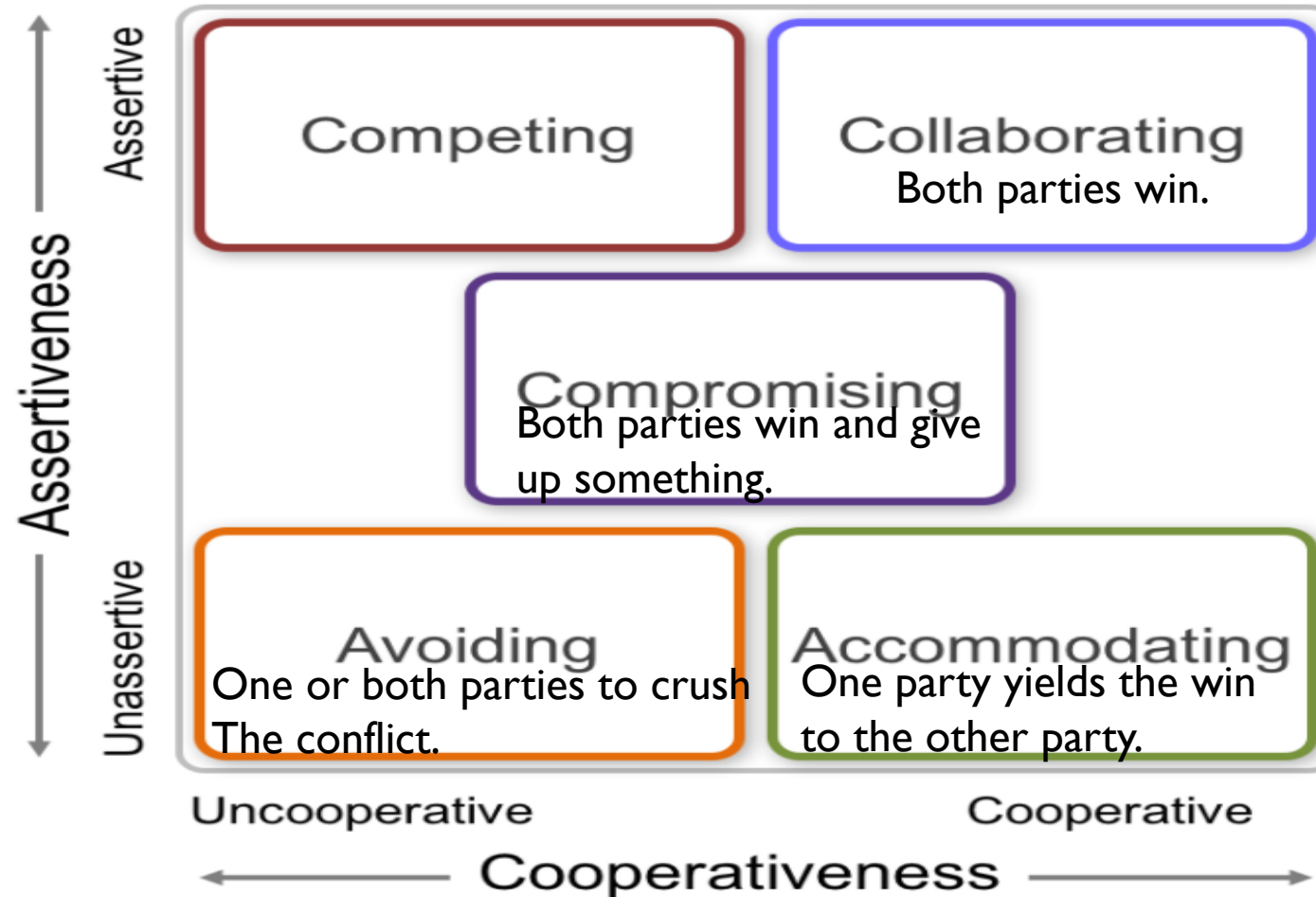
Structural disagreements:

- Involves the size of a team, levels of participation and interdependence among the staff.
- Organisational changes

One party seeks to satisfy
Regardless impact of other
Party.

The Conflict Modes

Kenneth Thomas and Ralph Kilmann (1976)



TECHNIQUES TO MANAGE CONFLICTS IN CITATION..

- ***Briefing and debriefing can help the team to:***
- Create a calmer working environment for staff and patients.
- Avoid mistakes and stop errors from occurring or causing harm to patients.
- Reduce hierarchies and give everyone an equal voice.
- Create a shared plan for the list to reduce the opportunity for surprises.
- Review the list and identify any issues that can be removed...

ESSENTIAL SKILLS IN RESOLVING CONFLICTS.

- Conflicts can occur among people in a team and can be managed by
- collaboration, competition, compromise, avoidance and accommodative.
- Each person on the team must be willing to listen, acknowledge, respond and resolve differences.

Successful team development



SUCCESSFUL

ACHIEVING OR HAVING ACHIEVED SUCCESS

TEAM

NUMBER OF PERSONS ENGAGE IN A JOINT ACTION/TASK FOR A COMMON GOAL

DEVELOPMENT

BRINGING OUT THE CAPABILITIES OR POSSIBILITIES TO A MORE ADVANCE/EFFECTIVE STATE

(Staticflickr.com, 2019)

SUCCESSFUL TEAM DEVELOPMENT

Successful team, work together in achieving a goal, share ideas, consider solutions and solve problems.

Real life examples of successful team development

Coaching

Mini teams

Leadership rotation

Role switching

Cross training



(Staticflickr.com,
2019)

WHO IS RESPONSIBLE ?

Everyone

Successful development of a team goes beyond the team itself.

In order to bring out the capabilities or possibility, we must get to the individual level

Empowered individuals eliminate weaknesses as the team utilize each other strengths

Team members see things you omitted, problems you did not considered which enables better productivity

Different opinion with combine ideas enables better productivity

("Alone we can do so little; together we can do so much")

(Publishers, 2019)



[live.staticflickr.com]

LEADERSHIP

LEADERSHIP is a major role in successful team development.

A leader is that who leads its team to achieve a goal.

Leadership comes with various qualities like;

Communication

Integrity

Accountability

Empathy



(Staticflickr.com, 2019)

(WI_MA_Tuckman Analysis Assignment, n.d.)

CONCLUSION

Successful team development is all about achieving goal and everyone in a team matters for organizational goals to be met.

You can be individually brilliant, having strong attributes, you will sometime perform below expectation and someone else will do better.

But as a team, you will do better.

Remember, (“Alone we can do so little; together we can do so much”)
(Publishers, 2019)



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