

# Network Session Summary

Session Topic:	3 Skills Every Physician Needs to Lead an Effective Team
Session Date:	January 26, 2022
Session Hosts:	Dr. Joseph Ojedokun, Dr. Heather La Borde, Michele Hannay
Session Objectives:	<p>At the end of this webinar, you will be able to:</p> <ul style="list-style-type: none"> <li>Describe how teamwork and leadership play increasingly critical roles in the changing primary care landscape.</li> <li>Demonstrate 3 leadership skills that support the conditions necessary for effective teamwork.</li> </ul>

## Recommended Resources:

- [Team Huddles Guide](#)

## Session Highlights & Themes:

- Support Psychological Safety:** *Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes. A very large study Google on team effectiveness revealed that psychological safety was by far the most important factor in high performing teams – high trust and interpersonal connection. Supporting psychological safety promotes better teamwork, innovative thinking and increases team learning and growth.*

**HOW:**

- Create a ‘safe’ environment (e.g., no blame/shame, everyone’s voice is important)
- Model your own fallibility + invite input
- Embrace messengers – thank them for input/feedback/ideas
- Get to know people!

**BONUS:** Beware the HiPPO effect where the Highest Paid Person’s Opinion (or that of the highest person in the hierarchy) is accepted without discussion or sharing of other opinions. Ask others first before sharing your thoughts.

- Make huddling & debriefing routine:** *Meeting very briefly before the clinic day (or the board meeting) starts can help a group coordinate for efficiency & effectiveness, build trust and psychological safety, allow for proactive behaviour and promote mutual support. A quick debrief and the end of the clinic day (or board/committee meeting) can help teams to learn and grow, build trust and psychological safety, and create a culture of continuous improvement.*

**HOW:**

**Huddles**

- Standard time
- BRIEF!
- Share important information
- Plan/ Set priorities
- Connect as teammates

**Debriefs**

- Typically, ‘as needed’
- BRIEF!
- No shame or blame
- Review the ‘situation’
- Ask questions –
  - ✓ What went wrong? Right?
  - ✓ What could we do differently?

3. **Share the Vision:** Teams perform better when its members possess a shared, accurate, and complimentary understanding about key elements such as the team’s purpose, priorities, roles – when they have ‘shared cognition’ and are aligned in the same direction.

**HOW:**

- Share your own vision
- Gather input from others
- Together, create a short and memorable statement
- Keep it visible!

**Session Statistics**

Total Physician Participants	North Zone Physician Participants	Edmonton Zone Physician Participants	Central Zone Physician Participants	Calgary Zone Physician Participants	South Zone Physician Participants	PCNs Represented
29	10	2	4	10	3	19