

“We’ve Got Spirit!
Yes We Do!”

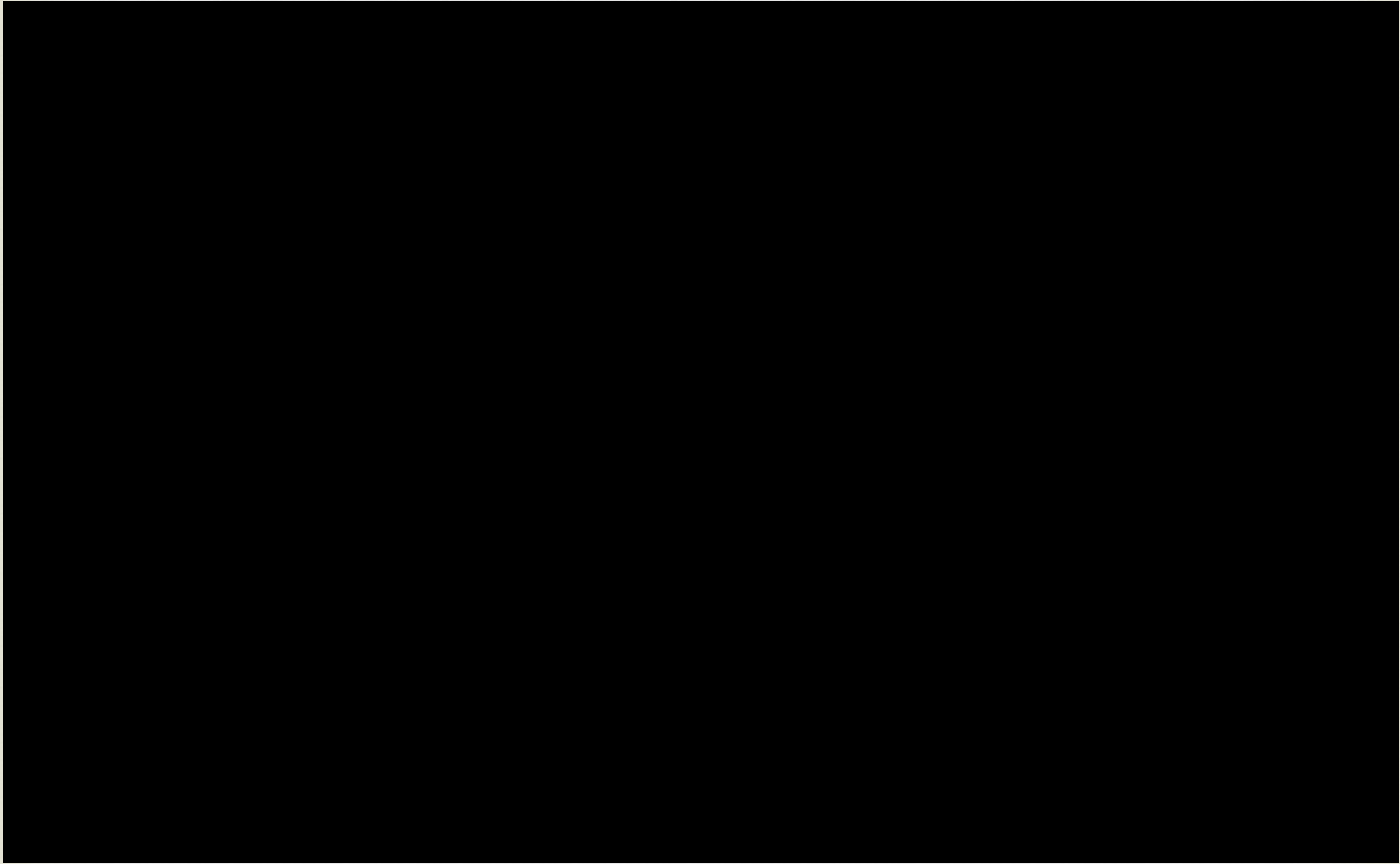


Fostering Team Spirit in
Healthcare



“For as the body is one, and hath many members, and all the members of that one body, being many, are one body: so also is Christ.”

1 Corinthians 12:12



Group vs. Team



- ❧ Group - A number of people who are located close together or are considered or classed together.
- ❧ Team - A number of people linked in a common purpose.

Group vs. Team

GROUP	TEAM
Members work toward different goals	Members work toward the same goals
Members focus on themselves because they aren't involved in planning.	Members are engaged in team efforts because they feel a sense of ownership.
Members are assigned tasks and duties to meet objectives.	Members offer suggestions about teams direction toward goals.
Members are cautious about what they say and afraid to speak up.	Members communicate their opinions and varying views.
Members do not trust the motives of others.	Members are honest, respectful, and listen to every person's point of view.
Members are threatened by differing opinions or disagreements.	Members welcome differing opinions and disagreements constructively.
Members conform to the leader's decisions.	Members help form the leader's decisions.

Stages of Team Growth



- Forming
- Storming
- Norming
- Performing

Group Exercise



- ❧ Builders, Inc.
- ❧ We Build Stuff
- ❧ Instructions: Work together to build a model of a building for a client.
- ❧ Complete in 2 minutes.



“For by one Spirit are we all baptized into one body, whether we be Jews or Gentiles, whether we be bond or free; and have been all made to drink into one Spirit.”

1 Corinthians 12:13

Team Spirit Definition



☞ Feelings of camaraderie among the members of a group, enabling them to cooperate and work well together.

Developing Team Spirit



❧ Communication

❧ The team must have clear goals that are results-driven.

❧ Cultivation

❧ The team must have competent members.

❧ Collaboration

❧ The team must have unified commitment.

Team Exercise



- ❧ Builders, Inc.
- ❧ Mission: To provide our customers with the highest level of quality construction services, while building lasting relationships.
- ❧ Instructions: The customer requested a building with a base and height of equal proportions. The capstone must be a different color than the base. The team leader should assign an architect, a foreman, and engineers.
- ❧ Complete in 5 minutes

Maintaining Team Spirit



- ☞ Continue the 3Cs
- ☞ Performance & Rewards
- ☞ Recognition

Performance & Rewards

Decide what performance to measure

```
graph TD; A[Decide what performance to measure] --> B[Determine how to measure performance]; B --> C[Identify rewards to be offered]; C --> D[Integrate related processes];
```

Determine how to measure performance

Identify rewards to be offered

Integrate related processes

Performance & Rewards



Monetary Rewards



Nonmonetary Rewards

- ❧ Different people respond to different incentives.
- ❧ Organization should survey employees before implementing nonmonetary incentives.
- ❧ Set up a system where the employee can select the award that appeals to them.

Recognition



- ☞ Strong Motivator
- ☞ No Added Cost
- ☞ Rewards Good Performance

Recognition Strategies



- ✧ Write a letter to the employees family.
- ✧ Arrange for a senior-level manager to have lunch with the employee.
- ✧ Have the CEO call the employee personally to say thank you.
- ✧ What are some other recognition strategies?



“For the body is not one member, but many.”

1 Corinthians 12:14

Video2

Conclusion



❧ Questions or Comments

❧ Last Exercise