



## Teamwork Education and Coaching

Does your team have challenges with...

- Individuals feeling safe enough to speak up or raise concerns?
- Leveraging feedback and conflict to enhance the cohesion of the team?
- Addressing power differentials across team members, including with team leadership?
- Fostering deeper interpersonal relationships among diverse team members?
- Clarifying roles, responsibilities, and expectations?
- Addressing the ACGME's expectations for high-performance interprofessional teaming?

If so, then teamwork education and coaching may help your team achieve higher impact.



### Why does teamwork matter?

It is estimated that at least 85% of work is completed in teams. Teamwork and collaboration are consistently identified as among the most essential skills that employees need, according to the National Association of Colleges and Employers Job Outlook annual survey. Despite the prevalence of teams throughout all areas of work, very few students, staff, employees, faculty and other workers receive formal instruction on how to be more effective in their teamwork efforts. That is where our office can help.



*“Loved it! Taking this with me forever.”*

### What can we address?

- Creating team charters (building a team, setting expectations, establishing roles and responsibilities)
- Using communication tools and strategies
- Building shared mental models and using collaborative decision-making
- Manifesting emotional intelligence
- Fostering psychological safety
- Giving & receiving feedback
- Managing conflict and negotiating
- Addressing power differentials in interprofessional teams
- Mitigating implicit bias among diverse team members
- Demonstrating inclusive team leadership
- Fostering trust within the team
- Practicing the Mutual Learning approach

### What can I expect?

Our sessions are interactive and use a wide variety of formats, including:

- Brief large group presentations
- Small group discussions and activities
- Time for individual reflection and application
- Liberating structures to ensure everyone has a voice during the sessions
- Team challenges that foster conversations about improving teamwork







*“The questions and discussion among fellow department chairs was highly informative.”*

### **What is our mission?**

*To help CWRU faculty, staff, students, and our affiliates achieve higher impact through effective teamwork*

We define high-impact teamwork as one that demonstrates:

- Excellent task and team capabilities among individual team members
- High functionality (internal team dynamics)
- High performance (external service and other deliverables)
- Positive influence on the systems within which the team is embedded

### **What do we do?**

The Office of Interprofessional and Interdisciplinary Education and Research provides consultations, customized teamwork education, and tailored team coaching services to new and established teams that would like to enhance their teamwork capabilities and impact.

#### **Customized teamwork education can include:**

- Workshops or retreats
- Train-the-trainer sessions

#### **Tailored team coaching can include:**

- Singular or longitudinal individual and team assessments
- Longitudinal sessions over many months

#### **Session logistics:**

- Minimum of two hours and up to four hours
- Ideally at least two sessions distributed over several weeks
- Variable size, from a few to very large (>100)
- Early morning, regular business hours, evening and weekend scheduling available
- Multiple iterations of single session to accommodate staffing needs

### **How can you get started?**

If you have questions about this service or would like to discuss a teamwork education and coaching session, please email our office at **CWRUTeamImpact@case.edu** to schedule a FREE consultation meeting.



*“Awesome! Great energy. Very engaging.”*

*“Excellent training. I have been a chair for 10 plus years and this training ranks in the top 5 percent in quality.”*



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The Office of Interprofessional and Interdisciplinary Education and Research