

Team and culture: Build it (keep it healthy) and they will come

Aug 26, 2016 | 0



| [innovation](#), [ontheblogs](#), [Working & training in healthcare](#)

Author: Evangelie Polyzos



Chief Operating Officer and Co-Founder. Evangelie has a background in internal communications, change, project and event management within both the corporate and not for profit health sector. She has also worked in numerous medical education support officer roles. Evangelie holds a BA in Visual Arts (Film Production) and Graduate Diplomas in German and

Event Management. She is passionate about education and advocacy, empowering individuals and teams to learn through collaboration, challenge and dissent. Evangelie has a penchant for the creative including painting and web design. She has found navigating the role of parent to twin daughters the zoh^{WC}

in the rough requiring mentoring, direction or guidance, is almost always worth taking the time to engage. If you pay attention you might see a glimmer of a spark. Does this person deliver on their promises? If they can't deliver, do they explain why and communicate? These are all good signs. Provide an opportunity for them to step up, support them to do so and most of the time they will. *When everyone says there is little or no reason to believe that this person will be able to deliver, use your own judgment.* If I had listened to what others had said, there would be many high rated blogs that would have not made the cut. Trust your judgement.

Take-Away Message #2: The Small Stuff Counts

Listening to your team, being flexible, paying attention to what matters – is the small stuff that counts. Having high levels of dialogue, debate and discussion will help you achieve shared understanding and commitment¹.

As JMOs you are in regular contact with colleagues and co-workers, so communication isn't difficult to understand. But do you remember when your colleague in Oncology said they'd be getting married? What about your colleague from Gastroenterology, when is she expecting her first child? This is the "small stuff" that counts. It's what matters to your colleagues, it will matter to your team: remembering the personal information someone has shared with you.

OTW places me in a unique, some say privileged, position, working directly with everyone. It takes work and an ongoing commitment to sustain and keep everyone engaged to contribute. The secret ingredient is having a genuine interest and curiosity to understand your team. It takes consistent energy, time and effort to build strong working relationships and trust.

Take-Away Message #3: It will be hard. Persist. You can do it.

Juggling a day job, Masters, family commitments and producing high quality content for publication week in week out - without fail - is hard. Building your project will take hard work too. Working late nights will be the norm rather than the exception. If you and your team are passionate and believe in what you're building, my experience is that they will deliver, even in the 11th hour. Embrace the opportunity even when success is uncertain. Work through the unknown that comes with introducing change (as with the change in terms every 10 - 12 weeks during internship). You'll be surprised at what you can collectively achieve.

Take-Away Message #4: Finding Time, Making Time

I've found that the major challenge to engaging doctors, junior or senior, is not their lack of interest but their lack of time. Navigating how to work as a team with colleagues is about remembering the stuff that matters to them. To make it work for everyone, be flexible about the day-to-day changes that occur. Give people time to deliver (even if the deadline has come and gone - micromanaging doesn't produce better outcomes). And if you have got this far, congratulations. You've taken your idea and built a strong, collaborative and engaging ecosystem and culture to make it happen: you've created and become member of a trusted team.

Culture: trust, a safe ecosystem to work, collaborate and communicate

A by-product of all that you've created yet an equally important component not mentioned thus far, but crucial for sustainability and your project's success, is trust. Your team needs to trust each other, to work with transparency and fairness .

Take-Away Message #5: Trust will allow the team to feel safe

Trust allows the team to feel safe in the environment that they work, whether this on a project or when working on the wards. A safe and supported working environment can remove barriers for learning. Allowing room for error, error being a part of the learning cycle, within a safe learning space is vital. Positive environments and working relationships based on mutual trust and understanding will provide the space for productivity and success of your project .

Take-Away Message #6: Communicate, communicate and then communicate some more

Communication is a skill that allows you to understand what another person is saying, to share ideas and to disagree – and reach better solutions, create improvements. Without it you have no team, you can't start, share, invest, build or ask for what you want or need. So communicate openly and honestly. Evidence has shown how failing to communicate can cause medical errors to occur and that effective communication can lead to improved information flow, patient safety and family satisfaction. Good communication also has a positive impact to individuals (your) morale, encourages teamwork and fosters wellbeing .

Take-Away Message #7: Recognise individual's contributions and celebrate their successes

Recognise a team member's contribution and their work, identify and foster their interests and strengths, encourage effort and celebrate their successes. A team member's success is your success and that of what you are building. Collective success is powerful and a great motivator.

Do you have an idea? It's time to get started on it!

Don't have an idea yet? Investigate whether there's an opportunity to lead a project or get involved in an existent one like OTW. We're **always** look [email me](#) your Expression of Interest.

We are currently look

We are buildhg an ecosystem and culture that invites collective success by building trust, a safe learning environment, recognising individual's contribution and work, encouraging efforts and hopefully there's some fun included as well.

Getting involved with OTW gives you an opportunity to make a difference, contribute and help us continue to build a medical education website by junior doctors for junior doctors. You will develop new sk relevant to the hospital setting. We're creating a sustainable educational resource that helps future junior doctors and pay it forward for those to come.

References

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3. O'Daniel, Michelle, and Alan H. Rosenstein. "Professional communication and team collaboration." (2008).
4. PSpurgeon, PM Mazelan and F Barwell. "Medical engagement: a crucial underpinning to organizational performance." Health Services Management

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