



The 5 Functions of a Quaran-Team

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Dysfunction vs. Function

A word cloud on a chalkboard background. The words 'POSITIVE' and 'THINKING' are written in large, bold, yellow, hand-drawn letters. Surrounding these central words are various other terms in white, hand-drawn script, including: leadership, thinking, confident, business, innovation, management, team, organize, training, ideas, process, positive, future, motivation, coaching, teamwork, and vision. The words are arranged in a circular pattern around the central text.

leadership thinking confident business innovation management team
POSITIVE
organize
training ideas process positive future motivation coaching teamwork vision
THINKING



**Y'ALL
MEANS
ALL**

The 5 Functions of a Team





Trust

TYPES OF LISTENING SKILLS



Attentive listening involves:

- Holding eye contact
- Maintaining good posture
- Nodding
- Mirroring speaker's body language to show interest
- Allowing speaker to complete entire thoughts



Reflection listening involves:

Repeating and paraphrasing what speaker has said to show that you truly understand what they are telling you

Let me see if I heard you correctly...

What I heard you say is...

Is my understanding accurate? This is what I heard...

**A Brief Summary:
Thank You +...**

Productive Conflict

THE CONFLICT CONTINUUM

**Avoided conflict and
maintained artificial harmony**

**Resolved many issues with
productive conflict**

**Engaged in conflict that is
destructive and mean-spirited**



Commitment

**“THERE’S A DIFFERENCE BETWEEN
INTEREST AND COMMITMENT.**

**WHEN YOU’RE INTERESTED IN DOING
SOMETHING, YOU DO IT ONLY
WHEN IT’S CONVENIENT.**

**WHEN YOU’RE COMMITTED TO
SOMETHING, YOU ACCEPT NO
EXCUSES; ONLY RESULTS.”**

– KENNETH BLANCHARD

BEING ZERO DEAN.COM

Personal Accountability

10 TRUTHS^{of} Personal Accountability

- 1 Everybody wants everybody else to practice personal accountability.
- 2 Most people find it easy to make exceptions for themselves when it comes to applying the principle of personal accountability.
- 3 Excuses are insidious, creeping slowly into our thoughts and language till they become part of our daily living.
- 4 I am more effective in all roles—manager, colleague, parent, spouse, friend, volunteer—when I practice personal accountability.
- 5 Personal accountability is a “me” thing, not a team thing. When I practice it, the team can do great things.
- 6 Personal accountability begins at home, in the family, with outstanding parenting.
- 7 Life is more fun—and I can do and be so much more—when I walk the high road of personal accountability.
- 8 Personal accountability is always the better choice over victim and entitlement thinking, complaining, procrastination, and blame—and expecting others to rescue me from my bad choices.
- 9 Personal accountability is “trainable”—it can be learned!
- 10 Asking *The Question Behind the Question*[®] (QBQ[®]) is always better than asking an Incorrect Question (IQ).
Example:
IQ: “Why don’t *others* apply the principles from this poster?”
QBQ: “What can *I* do to practice personal accountability in my life?”



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COMMITMENT

LEADER, SOLUTION, LABORATION, BUSINESS, PHILOSOPHY, DIRECTING, RISK, CONDUCT, GROUP, EMOTIONAL, MISSION, TRAINING, SKILLS, TEAM, LEADERSHIP, VISION, GOAL, TRUST, PEOPLE, COMMITMENT, ELEGANT, DISCIPLINE, COACHING, POWER, TEAMWORK, SUCCESS, CONDUCT, COMMITMENT, MANAGEMENT, DELEGATING, STRENGTH, INNOVATION, MOTIVATION, MANAGER

Healthcare Teams During Covid-19

COVID-19 Stressors That Can Affect Team Performance

Individual-level Stressors

Concerns about own health

Overwork and fatigue

Team-level Stressors

Lack of team member expertise (e.g., people assuming new roles)

Unfamiliarity with new team members

Heightened consequences of mistakes for patients/team members

New or unfamiliar care processes and treatments

Organisation-level Stressors

Insufficient resources (e.g., PPE, ventilators)

Forced separation of COVID-19 patient care teams and other teams

Financial stress from decreased elective procedure volume

Work-Life Stressors

Concerns about family and friends (e.g., healthcare, finances, childcare)

Other family members being laid off or furloughed

Social isolation



Emergent Risk Points for Teams

Attitudes/Cognitions

Low belief the team can succeed (loss of *collective efficacy*)

Narrowing of attention and over focus on self

Insufficient *shared mental models* (priorities, roles, etc.)

Discomfort with speaking up (lack of *psychological safety*)

Behaviours

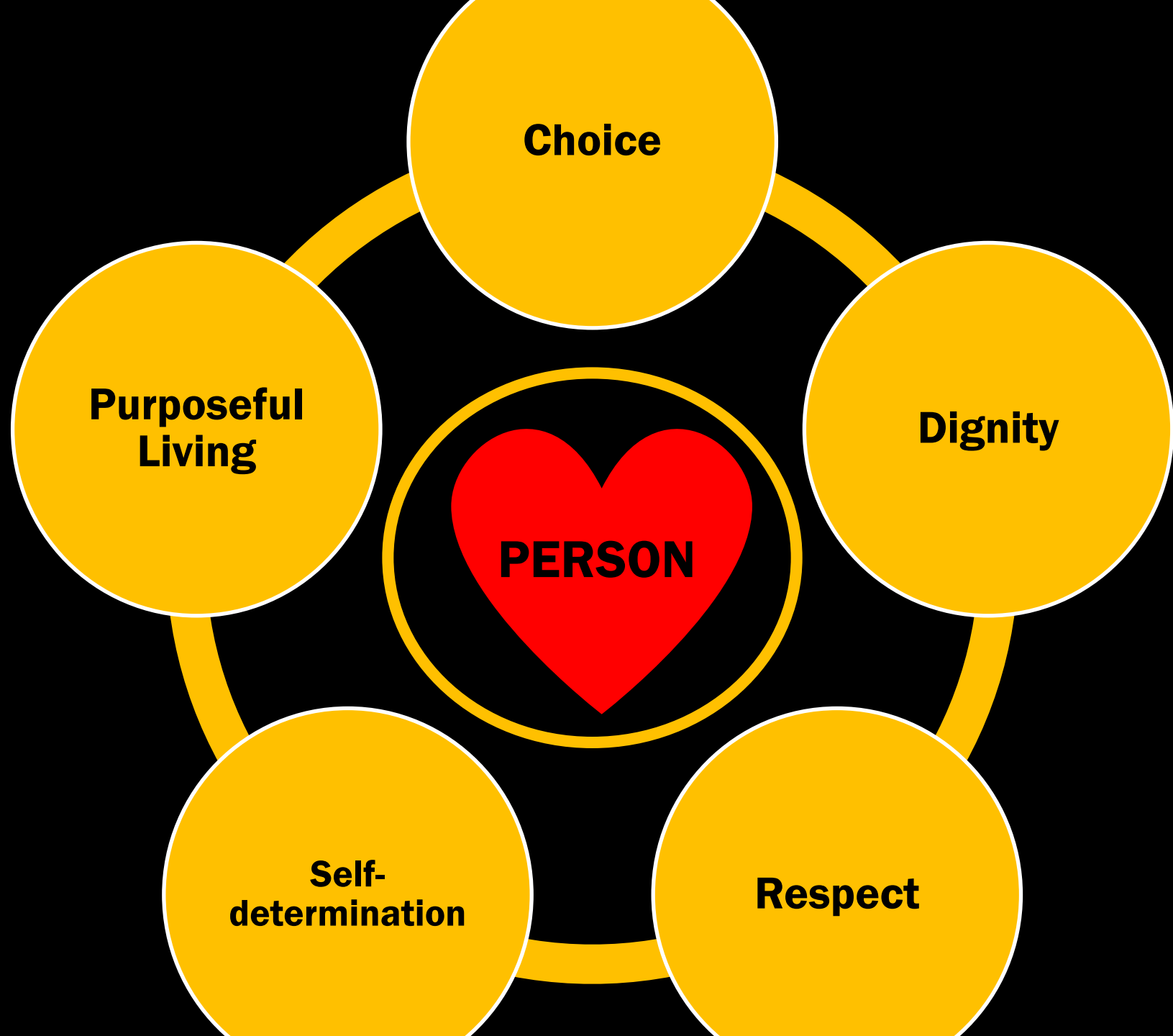
Manifestation of schisms (*faultlines* appearing)

Insufficient monitoring, *vigilance*, and backup

Failing to ask questions, admit concerns, provide feedback

Setbacks adversely affect next tasks (low *team resilience*)

Person-Centered Quaran-Teams



Thank you for your time!

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