OBJECTIVES OF TEAM STEPPS TRAINING FOR PRIMARY CARE OFFICE-BASED TEAMS

At the end of this training, participants will be able to

☐ Discuss the TeamSTEPPS framework and key principles;

☐ Define the four core team skills;

☐ Describe three leadership techniques;

☐ Describe two situation monitoring techniques;

☐ Describe six mutual support techniques;

☐ Identify common approaches to conflict management;

☐ Describe three communication techniques;

☐ Describe observable behaviors for each of the key TeamSTEPPS terms;

☐ Identify barriers to teamwork, strategies to overcome teamwork barriers, and potential successful outcomes.