“The truth of the matter is that you always know the right thing to do. The hard part is doing it.”

—Norman Schwarzkopf

**Objectives**

- Discuss how to use the tools and strategies presented in this training
- Demonstrate how to appropriately apply the tools and strategies to real-life situations
- Practice using tools and strategies for overcoming barriers to team effectiveness
### Barriers to Team Effectiveness

- Inconsistency in Team Membership
- Lack of Time
- Lack of Information Sharing
- Hierarchy
- Defensiveness
- Conventional Thinking
- Complexity
- Varying Communication Styles
- Conflict
- Lack of Coordination and Follow-up with Co-Workers
- Distractions
- Fatigue
- Workload
- Misinterpretation of Cues
- Lack of Role Clarity

### Tools and Strategies

- Brief Huddle
- Debrief
- STEP
- Cross-Monitoring
- Feedback
- Advocacy and Assertion
- Two-Challenge Rule
- CUS
- DESC Script
- Collaboration
- SBAR
- Call-Out
- Check-Back
- Handoff

### Outcomes

- Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
- Team Performance
- Resident Safety

### Role Play

#### TeamSTEPPS Opportunity:
- Sub-Acute Care

#### TeamSTEPPS Opportunity:
- Long-Term Care
Summary

In the preceding section, we learned that teamwork strategies and tools—

- Are available to both team members and leaders
- Can be categorized according to the specific barriers to team effectiveness in a given situation
- Can all be applied to most situations because they complement one another

Action Planning

“To improve teamwork in your work area, what can you commit to focusing on?”

“The achievements of an organization are the results of the combined effort of each individual.”

—Vince Lombardi