



Practice Facilitator Agenda

Lesson 3: Mutual Support and Implementation

Practice Facilitators:

Use this agenda to guide your weekly discussion with your Change Team.

Mutual Support

- Ask team members to share what they think constitutes mutual support behavior.
- Does your team currently use mutual support effectively? What can be done to improve how your team supports each other?

Two-Challenge Rule

- Does your team feel empowered to “stop the line”?
- What can be done to make your team more comfortable in being assertive?

Mutual Support Video Reflection

- What does your team think was improved in this video compared with the first week? In particular, how did they see mutual support being demonstrated?
- What strategies did your team find effective?
- What other opportunities for mutual support did your team identify?
- Has your team encountered mutual support problems?
- What strategies does your team suggest to address barriers to mutual support within your office?

Putting It Together

- What does your team believe they can do with the TeamSTEPPS skills learned so far?
- Ask your team to share the list of items they would like to address. Ask them to share why they've included these items and which items they believe should be prioritized. Work together to come up with a prioritized list of issues that you will all work together to address.