



Attributes to Cultivate a Healthy Team

Self-Awareness

Culture change always starts with heightening awareness. After all, you can't expect people to adapt their behavior if they're not aware their behavior needs to be adapted.

Every Role is Valued

One of the reasons we see higher incidents of disruptive behaviors in healthcare is because of our steeped hierarchy. And who is at the bottom of this perceived hierarchy? Support staff. However, with a healthy team, all roles are valued.

Kindness-No Matter What

Although cruelty and negativity exist in humanity, we are actually hardwired to serve and help others. We get a biological reward when we extend kindness toward another human through the release of endorphins that produce a "helper's high."

Continuous Improvement

Imagine if every person on your team took responsibility for continued learning through formal and informal education. If every person on your team took it upon themselves to improve their performance, how would that improve the overall team's performance? How would that transform your culture?

Ongoing & Relentless Feedback

When members of a healthcare team aren't willing to give and receive negative feedback, their personal growth and the overall strength of the team suffers. Great teams make giving feedback, positive and constructive, a habit.

Honest & Respectful Communication

Communicating effectively is a core skill all healthcare employees need to provide safe, high quality, compassionate care to patients. Healthy teams continuously work to improve the way they communicate with each other.

Willingness to Speak Up

The most powerful intervention to stop the cycle of bullying is for the WITNESS to speak up – not the target. Yet, many people just don't speak up. A healthy team creates an environment where everyone is willing to speak up when witnessing bad practice or bad behavior.

Everyone Holds Each Other Accountable-Not Just the Boss

In a high functioning, high performing, strong, healthy team, everyone holds each other accountable for performance and conduct. You know you've established a healthy workplace when employees stop coming to you for every problem and the default is that they hold each other accountable first.

Learn more at HealthyWorkforceInstitute.com