

Team Diagnostic™ Assessment

Case Study: Healthcare

SYNOPSIS:

This team was **inspired by a mission to serve their patients**. They recognized that their **diverse experiences and skills** were assets to the team, and they enjoyed their **camaraderie**, when it was present.

Their biggest barriers were **ineffective communication** behaviors like **criticism and gossip**, and the **conflict avoidance** that was created by those behaviors. They **wanted more appreciation and respect** on the team, and **consistent leadership** to ensure **clarity around shared goals and responsibilities**. And they **wanted to handle conflict more directly and effectively**.

Using the Team Diagnostic™ assessment, the team's strengths and challenges were revealed. And through the process of team coaching, **the team shifted from being fearful about conflict to being more open, aligned, and able to address conflict constructively** for the sake of serving their patients.

Specific behavior changes included:

- Less gossiping, criticizing and stonewalling
- More time spent creating clarity around goals and job responsibilities
- Use of team agreements to help work through difficult situations

Overall Improvements

Productivity + 90%
Positivity +107%

CLIENT PROFILE:

Private Dentistry Practice

INDUSTRY:

Healthcare

LOCATION:

Canada

TEAM TYPE:

Intact

TEAM SIZE:

9

SITUATION:

- > Toxic communication styles: gossiping, criticizing, and bullying
- > Morale issues due to conflict on the team
- > Lack of Trust
- > Environment did not feel "safe" for team members to express themselves, so providing feedback to each other was avoided
- > Inability to engage in constructive conflict
- > Customer service issues when toxic communication was publicly displayed
- > Lack of clarity and accountability around goals and roles/responsibilities

APPROACH:

- > The program ran from 2/10 – 3/11
- > Pre- and Post-program measure was the Team Diagnostic™ assessment:

Productivity Accountability Team Leadership Goals & Strategies Alignment Proactive Resources Decision Making	Positivity Camaraderie Respect Trust Optimism Communication Values Diversity Constructive-Interaction
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- > Baseline results were followed by a series of team coaching sessions

WHAT TEAM MEMBERS ARE SAYING:

- > **Communication has greatly improved and poor performance is no longer tolerated**
- > This process has been such a **blessing for all of us** and has impacted all aspects of our lives
- > The **amount of conflict has greatly decreased** and **team cohesion has increased**
- > The **tension and stress has diminished** greatly, and it is a **much better work environment** for everyone

RESULTS:



HIGHLIGHTS

Productivity +90%

Accountability	+186%
Team Leadership	+129%
Proactive	+ 74%

Positivity +107%

Communication	+168%
Constructive Interaction	+141%
Trust	+128%

COACHING TEAM:

- > **Tina Chappell**
- > **Wendy Thompson**

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