

Teaming and communication with strangers in strange places

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Teaming and Communication are hard everywhere

Harder when:

- you don't know the people
- you don't know the environment
- you don't have any tricks to use

Objectives

- Recognize/adopt strategies for effective communication when you aren't familiar with the people or the place and neither are optimal for anesthesia safety
- Crowd source tactics for building trust and connection with others on the team
- Use this information to design interventions to improve communication and teamwork in NORA and build recommendations

Teaming: learning, competing, and innovating in the world of reproductive medicine

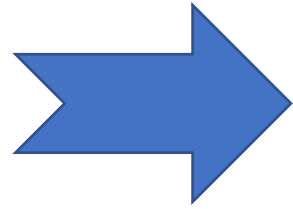
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34924184.



- Cognition
- Coordination
- Communication
- Cooperation
- Conflict
- Coaching



Salas E, Shuffler ML, Thayer AL, Bedwell WL, Lazzara EH. Understanding and improving teamwork in organizations: a scientifically based practical guide. Hum Resour Manage 2015;54:599–622.

Relational Coordination:

Highly interdependent work is most effectively coordinated through relationships of shared goals, shared knowledge, and mutual respect

Collaboration is best when there is:

High-quality communication (frequent, timely, accurate, and problem-solving)

Which is enhanced by:

high-quality relationships(shared goals, shared knowledge,
and mutual respect

Fostering Trusting Relationships: A Patient Safety and Clinician Wellness Strategy

May C. M. Pian-Smith, MD, MS; *ASA Monitor* July 2021, Vol. 85, 42–43.



Dancing with a stranger



Making a Connection: Building TRUST

**Best shot:
Be Mindful and Deliberate**

What are your tricks to open the lines of communication?

Text via Polleverywhere

Primary interventions

- Establish relationships
- Talk about the elephant(s) in the room with other role groups
- Train as a team, e.g., via simulation
- Huddles (REAL ones)

Tips and Tricks

- Check in the night before
- Introduction: find your comfortable way
- Saying what you're doing that they need to know
- Ask "how can I help you?" of other role groups.
 - e.g., positioning
- Ask about what they are doing- **BE CURIOUS!**
 - shows respect for their work



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Can you build connection and trust in NORA?

Can you teach it to others?

What should be the recommendations to foster good teamwork?

Require:

- (real) Huddles
- teamwork training
- debriefings

Require:

- Argentine tango training for all who work in NORA locations

