CULTIVATING HIGH-PERFORMING TEAMS THROUGH TEAM-BUILDING INTERVENTIONS

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DESCRIPTION
As many teams face a high volume of work and increase in staff turnover due to the pandemic, the desire for team collaboration through trust and relationship building has also increased. Studies have shown that effective team collaboration is a major factor in job satisfaction and engagement. In response to this demand, Organizational Development (OD) at Humber River Health (HRH) have been working with specific teams to deliver in-person team-building sessions. Teams are provided one introductory session and one follow-up session, if not more. Feedback from unit leaders has been positive, and teams have witnessed greater solidarity and cooperation.

OBJECTIVE
To promote effective team collaboration through leadership team-building sessions.

ACTIONS TAKEN
Sessions are offered to teams of various sizes (10–30) and last for approximately 1–2 hours. Once a request has been received, an OD specialist connects with the leader to learn more about their team’s challenges before delivering a tailored team-building session. Often the focus has been improving team communication and team morale through various small and large group activities. During the program development phase, the adult learning principles of andragogy and situated learning model are referenced for co-construction of knowledge and meaning-making.

SUMMARY OF RESULTS
A feedback survey was delivered to staff post-session and yielded positive results. 80% of attendees indicated that the session was very informative and the group word cloud highlighted new knowledge obtained from the session. Additional responses included key themes on increased collaboration, communication, and decreased conflicts. Generally, there was active participation from most team members during a team-building session. Since first implemented, there has been a notable uptick in team-building session requests.

LESSONS LEARNED
To sustain momentum towards the team’s desired change, it is essential to employ check-ins and deliver follow-up team-building sessions.