

# 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 lasts 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.



How informative was this team building session?

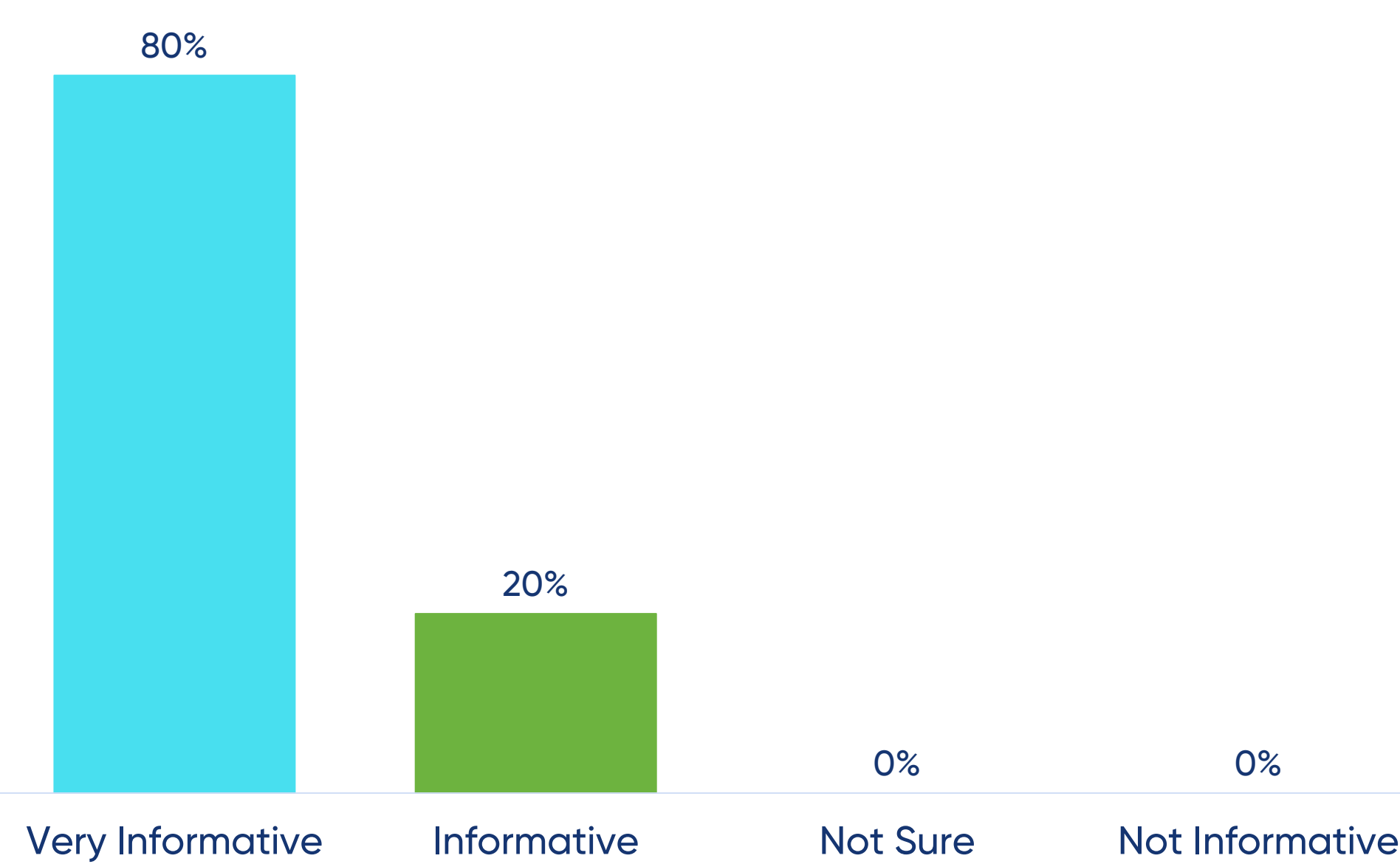


Figure 1. Feedback survey results from team building session with the Cardiology team (5 responses received).

What is one thing that you have learned from this session?

(9 responses)

one mind to change  
work as a team  
body language opinion  
about each other  
be kind patience  
laughter amongst colleague  
respect

Figure 2. Feedback survey results from team building session with the Cardiology team.

Number of Team-Building Requests Received

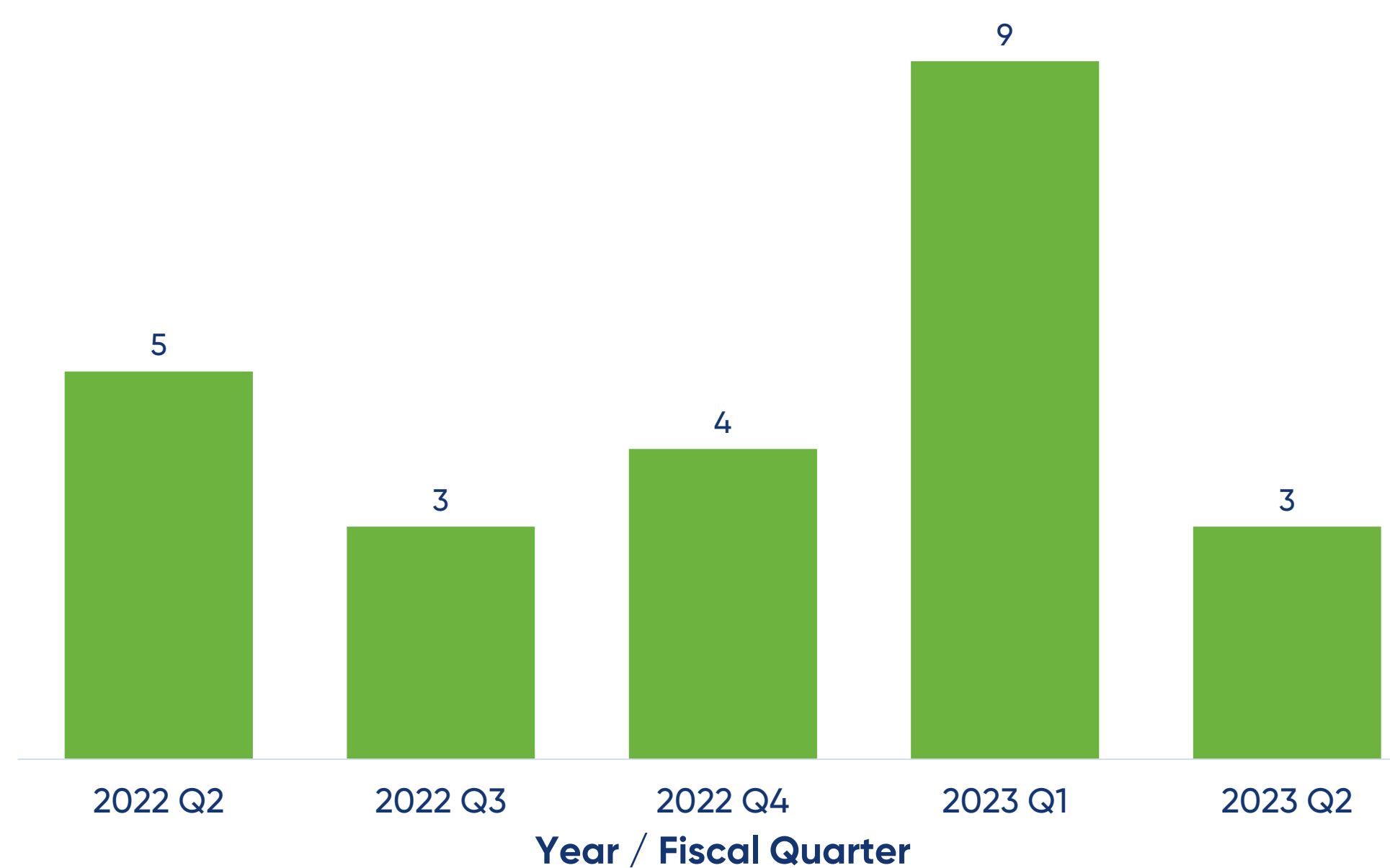


Figure 3. Number of team-building requests that OD has received from unit-leaders (2022-2023).

Feedback from the Team Leaders Re: Team Building Sessions

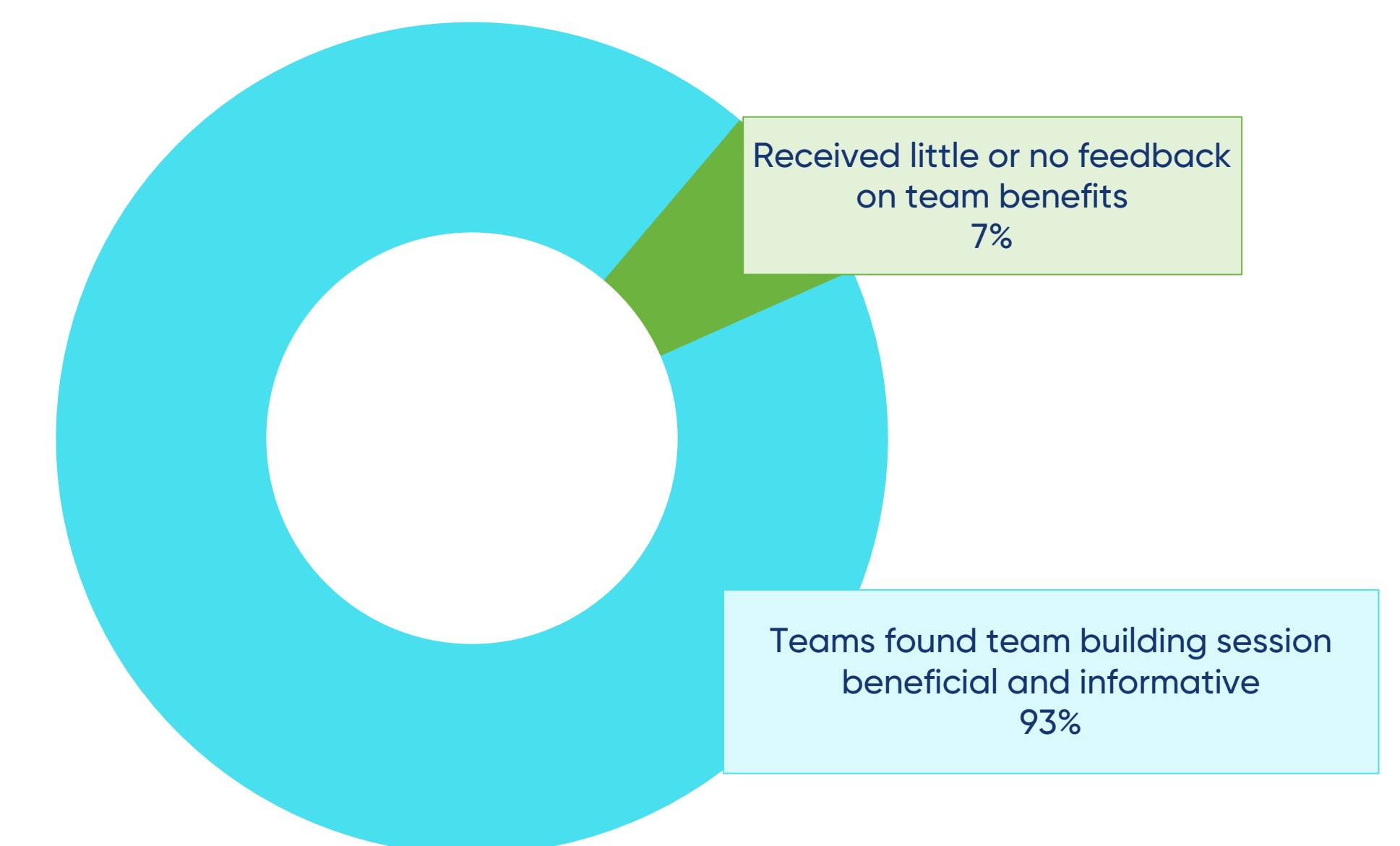


Figure 4. Feedback from leaders regarding team-building sessions delivered.