A team is a group of people with a shared goal (Goetsch& Davis, 2016). A team multiplies the productivity that each individual team member can produce, increases communication, provides positive peer pressure, and promotes better communication among team members.  A successful team will have a team leader and team members.  The team will create a charter to identify the team’s scope of practice and boundaries. Finally, a successful team will be diverse, with a wide group of personalities and skills that will enhance And support one another.

My organization, up until very recently, was very siloed and did not promote teamwork.  We began working on this aspect of our culture 3-4 years ago and have made tremendous improvements.  This includes teams within and across departments.  2 years ago, we rolled out the concept of charters and we use these for all committees/councils/work groups.  This helps to ensure that nobody is duplicating work, that everyone is on the same page and the right players are on the team, and provides guidance for determining if a team is no longer needed.  In addition, all of our teams have a team leader and team members that are carefully chosen for their skills and how they will interact with the other team members.  One example of this is our performance excellence (PEx) team.  At one time, PEx was a department of one.  We eliminated the department and formed a PEx team instead.  When choosing the team members, my boss and I looked at those with experience, natural talent, and facilitation skills. We then looked at departments and clinical vs. non-clinical people on the list in order to make sure we had a wide cross-section of people to represent the organization and bring different areas of expertise to the table.  In the end, we settled on a team of 5, although we are open to adding additional team members if the right people arrive.  We review and amend our charter each year, in order to make sure we are moving in the right direction and our goals are still relevant. This same concept has been replicated across all teams in our organization.

References

Goetsch, D. & Davis, S. (2016). Quality management for organizational excellence. Hoboken, NJ. Pearson Education.