

We **WORK AS ONE TEAM** to
make great things happen

Culture Commitments

Huddle Packet

Learning & Organizational Development



Atrium Health

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At Atrium Health, working as one team is at the core of what we do. Whether it's working with patients to ensure we provide the right care at the right time or our teammates to coordinate care for the patient, it is our efforts that make great things happen.

How We Do It: Our Commitment Statements

Working as one can come to life in many ways. When we commit to working as one team, we are committing to act on the statements below to help us live out our Culture Commitments daily.

- 1 Do what's best for the greater good.
- 2 Use all teammates' talents to achieve more together.
- 3 Connect and collaborate with everyone we work with.

What Can You Do? Ideas and Additional Resources

- Seek out work projects and new assignments that require you to work with other work groups. Try to select those that will introduce you to new areas of the business or areas that you have had little or no contact with previously.
- Assemble a team of diverse people to accomplish a difficult task that requires collaboration and creative thinking. Agree on the purpose, goals, roles, and a work process that best supports the team's work.
- Find a mentor who is different from you. Learn about their unique perspective including skills talents, background, and ways of thinking.

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Quick Tips for Working as One Team

- Find some people challenging?** In every organization you will meet individuals that are more difficult for you to get along with than others. You'll have an easy relationship with some and struggle to build that same sentiment with others. Is there someone who makes you want to hide round the corner when you see them coming? Here are some ideas for moving towards more positive experiences with that person:
 - **First, get to know them.** While some people can seem very unlikable at first, getting to know them better as an individual may help you make a connection that changes your thought pattern.
 - **Put your judgements on hold and open up your thinking.** Don't let your previous feelings about them get in the way of building a fresh relationship.
 - **Ask more questions of them.** Do you have common interests? What are their strengths? What matters most to them and why?

If you do this right, a fly on the wall would not be able to tell whether you were talking about a friend or a foe.

- Too much individualism?** Shift the focus from "me" to "we."
 - **Emphasize the benefits of teamwork.** Different perspectives on old issues, creativity, better outcomes for our patients, teammates and consumers
 - **Treat every meeting as a celebration of successes.** Use examples of how people have worked together to solve problems, improve performance or achieve key results.
 - **Redirect competitive energy.** Encourage your naturally competitive people to channel that energy toward external competition instead of inside the team.
 - **Promote a sense of belonging.** Remind people that you're on the same side. Say "Our objectives," "Our Challenges," "Our Solutions," "We did it."

When you encounter resistance to the idea of a "team," it is best to overcome this by focusing on building common goals and priorities and facing challenges together.

- Not always naturally considerate?** You may think you are valuing others, but it may be hidden.
 - **Show that you value others:** Bring it to the forefront through your words and actions. Use skills that send the message that you respect and appreciate others.
 - **Convey empathy.** "I see that you've worked hard to make this a success."
 - **Accept that a person's perspective is their truth.** "This appears to be important to you."
 - **Demonstrate that you understand their emotion.** "I can see this is frustrating for you."
 - **Show that you hear their perspective, idea or concern.** "So your idea is to..."
 - **Express encouragement.** Accept rather than interrogate.