



Leading a High Performing Team

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Problem Statement

- A needs assessment conducted during the Atrium Health Physician/APP Education Retreat in 2018 determined that physician/APP leaders need more education on 1) building and leading high performing teams, 2) managing healthy conflicts, 3) developing trust, and 4) fostering effective communication.

Study Design

- In the blended learning program Leading High Performing Teams, participants complete three brief interactive online modules prior to an instructor-led 3-hour course where they engage in dialogue and practical application of module content. Physician/APP facilitators highlight how misalignments in Goals, Roles, and Processes can cause problems within a team, demonstrate how to identify where teams may need extra support in these areas, and share strategies for working through these issues with teams.

Evaluation Plan & Conclusion

- After program participation, attendees receive a survey to gather feedback on the curriculum and confirm their plans for implementing strategies they have learned; they are also surveyed six months after the course to assess retained knowledge.
- *Through this course, our physician/APP leaders should learn valuable tools for leading their teams to high performance through healthy conflict, open communication, and trusting relationships.*

Questions for Discussion

- *We currently have this course open for all physicians & APPs regardless of formal leadership status. Is this broad scope the best audience for this education? Or should we be targeting a specific leadership group?*
- *In what ways can we continue the conversation around the education provided? How can we make the material “stickier”?*