

Team Member Handout: Rebuilding How We Work Together

When structures change, the people we depend on and the way work moves can change too. Your leader has a facilitator guide for working through this together.

1

PEOPLE



Who do we depend on?

- *The teams and partners our work relies on*
- *What we count on each of them for*
- *Whether our contact there has changed*
- *Who picked up new responsibilities*

WHAT YOU WILL DO

You will name one partner you rely on.

2

EXPECTATIONS



What do we need from each other?

- *What we need from them to do our work*
- *What they need from us in return*
- *What response times are realistic now*
- *Where our work connects most closely*

WHAT YOU WILL DO

You will write down what each side needs.

3

WAYS OF WORKING



How will we work together?

- *How we communicate day to day*
- *Who makes which decisions*
- *When and how to raise a problem*
- *How often we check in*
- *Who takes the next step, and when*

WHAT YOU WILL DO

You will agree on one next conversation.

Team Member Worksheet, Page 1: My Partnership Reset

Fill this in for one partner you rely on, on your own or with your team. One page you keep – it beats a conversation people half-remember.

1

PEOPLE



Who do we depend on?

• Partner or team

• What I rely on them for

• Current contact

EXAMPLE

Example: Talent Acquisition – hiring support – **new contact**

2

EXPECTATIONS



What do we need from each other?

• What I need from them

• What they need from me

• Realistic response time

EXAMPLE

Example: I need supply status by Monday; **they** need my order forecast.

3

WAYS OF WORKING



How will we work together?

• How we communicate

• When to escalate

• Next conversation – who & when

EXAMPLE

Example: Teams chat for day-to-day; escalate to director after 48 hours.

Team Member Worksheet, Page 2: Going a Level Deeper

Finish the reset here. Same three areas – these are the questions people most often skip.

1

PEOPLE



Who else has changed?

• Who picked up new responsibilities

• Anyone I still need to identify

TIP

If you cannot name the person, that is the gap to close first.

2

EXPECTATIONS



Where does our work connect?

• Where our work connects most closely

• What could go wrong if we get this wrong

TIP

Name the handoff where a miss would actually hurt.

3

WAYS OF WORKING



How do we stay on track?

• Who makes which decisions

• How often we check in

• My one commitment this week

TIP

A commitment with no date is just a good intention.

Worksheet Example: How One Team Filled It In

A nursing unit resetting with Supply Chain after a change in ordering.
Yours will look different - this is the level of detail to aim for.

1

PEOPLE



Who do I depend on now?

- *Partner: Supply Chain*
- *Rely on them for: supply availability, substitutions*
- *Contact: Maria, regional coordinator (new)*
- *Status: confirm this week*

WHY IT WORKS

Named a real partner and a real person - not just a department.

2

EXPECTATIONS



What do we need from each other?

- *We need: substitution notice before an item runs out*
- *They need: par levels reviewed monthly*
- *Response: same day urgent, 48 hrs otherwise*
- *We depend most at month-end ordering*

WHY IT WORKS

Specific and two-way - what each side owes the other.

3

WAYS OF WORKING



How will we work together?

- *Channel: Teams, not email*
- *Decisions: Maria approves*
- *Escalate: director, 48 hrs*
- *Cadence: 15 min, 1st Tues*
- *Next: charge nurse, Friday*

WHY IT WORKS

Ended with a real name and a real date - that is what makes it stick.