



*Improving Inter-Professional Communication:
Working Effectively in Medical Teams*

Behaviors that enhance medical team relationships:

Please rank each of the following characteristics from 1 to 5. Use **1** to rank a characteristic YOU demonstrate rarely with colleagues and team members and **5** to rank a characteristic YOU demonstrate very often with colleagues and team members.

	<i>Rarely</i>			<i>Very Often</i>	
1. I make efforts to assure the team has a common understanding and mutual purpose.	1	2	3	4	5
2. I value my team members and express my appreciation for their contributions.	1	2	3	4	5
3. I attempt to better understand how I will be most easily understood by team members and flex my directives and requests accordingly.	1	2	3	4	5
4. I attempt to educate vs. dictate to my team members regarding process, practice, and procedural matters.	1	2	3	4	5
5. I “assume positive intent” of my peers and team members.	1	2	3	4	5
6. I am easily approached and welcome feedback from team members.	1	2	3	4	5
7. I make and receive “repair efforts” following issues and conflicts that arise.	1	2	3	4	5
8. I am aware of my non-verbal responses and tone when communicating with others.	1	2	3	4	5
9. I consider if my comments and actions will build trust and credibility before engaging.	1	2	3	4	5
10. I hold myself accountable and avoid looking to place blame and criticize others.	1	2	3	4	5
11. I address conflict early, reasonably, and respectfully.	1	2	3	4	5
12. I actively work to maintain work/life balance and build personal resiliency.	1	2	3	4	5

Score _____

If you scored:

- 54-60 you are regularly engaging in team enhancing behaviors – keep it up
- 46-53 you are making efforts to engage in team enhancing behaviors – ramp it up
- 45 or below, you can do much more to improve medical team relationships – step it up

Look back over the statements. If there are areas in which you scored particularly low, consider working on these areas as part of your Action Plan.