

Hi-Touch Health Care: The Critical Six Soft Skills

Team Building and Collaboration Competency: Building an Effective Collaborative Team

POST-TEST

1. Name three reasons why professional collaboration is important.
2. What is the definition of synergy and why is it important in the workplace?
3. Describe the four reasons why interprofessional collaboration is challenging.
4. Describe the communication style that is the Examiner.

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KEY

1. Professional collaboration:
 - Improves patient care
 - Improves patient safety
 - Improves patient satisfaction
 - Improves quality health outcomes
 - Improves job satisfaction and staff retention
 - Reduces costs
2. **Synergy:** Superior outcomes that exceed expectations based on skills and abilities of members
 - Occurs when members pool resources/knowledge
 - Occurs when members collaborate
 - Occurs when members use the “error correction function”
3. Reason 1: The complexity of the task is not clearly assessed
Reason 2: Mishandled communication styles differences
Reason 3: A lack of understanding of power dynamics
Reason 4: Incomplete or ambiguous specifications of roles and responsibilities
4. The Examiner:
 - Tends to focus on facts more than feelings
 - Likes organized work area
 - Evaluates situations objectively—gathers lots of data before a decision is made

Strengths

 - Good problem solver
 - Works independently

Weaknesses

 - Facts before feelings—may seem distant
 - Under stress can fall prey to “analysis paralysis”

Key Behaviors

 - Little facial expression
 - Controlled body language and slow gestures
 - Little vocal inflection
 - Precise language use and detail-oriented
 - Uses charts, graphs, and statistics