



TRUST BUILDING CASE STUDY



Building Trust in a Team of ICU Specialists

THE CHALLENGE

A team of Consultants in an Intensive Care Unit (ICU) at a major Melbourne hospital had been through a difficult period of conflict causing the staff significant anxiety and distress. In order to become leaders in their field they recognised they needed to build greater trust across the Team and become more united.

SOLUTION

Over the course of six months, the Consultants Team engaged in a three-phase program with CollectiveiQ. This consisted of (1) administering the Reina Team Trust Scale (TTS)™ to gain an objective measure of the current level of trust within the Team, (2) a workshop to share the results of the TTS, and (3) three 2-hour Team Coaching sessions on a monthly basis to sustain the momentum created in the first workshop.

BENEFITS

A More Effective Team

When surveyed at the end of the Program, 100% of the ICU team members believed the Program had improved the effectiveness of their team.

More United/Cohesive Team

The Program enabled the Consultants to confront challenges as a team rather than individuals, resulting in team members feeling more empowered to deal with these challenges.

Practical Strategies for Dealing with Common Issues

The Program provided the Consultants with a common framework and set of strategies for dealing with the many challenges they faced in their role.

A Safe Space

The Program provided a safe space where the team members felt free to discuss issues, express differences in a respectful manner and share common experiences.

AT A GLANCE

Challenges

- Legacy of mistrust and conflict
- Fear of speaking up
- Lack of team cohesion
- Staff feeling isolated and unsupported

Benefits

- Greater team unity
- Greater trust in each other
- Common framework and strategies
- Opportunity to express differences respectfully



"Personally, the sessions have been enormously important in assisting me to better understand and respond to bullying and bad behaviour. In particular, that this issue is not just mine to be burdened by and cope with, but an issue that the group must manage."