



Work as one team,
fit for future changes

Creating team resilience

Team resilience is your team's ability to withstand and overcome adversity. Being resilient allows everyone to continue to perform during and after any challenges. It also means you are able to support one another's wellbeing throughout hardships, as well as plan and manage future challenges that may test your ability to work well together.

Respond

Responding well to the challenge, together

Team resilience comes from combining everyone's capabilities to address challenges or issues. When your team faces a challenge, you may want to consider the following:

Establish routine

This will help the team to manage and keep going (e.g. handovers, check-ins, ward rounds).

Buddy up

Remember to check in with one another in compassionate and practical ways.



Questions to ask...

- "How is everyone doing?"
- "What would make the most difference to our team right now?"
- "What is our highest priority?"
- "When have we faced a similar challenge before?"
- "What skills and experience do we have to overcome this challenge?"
- "Who else can help us?"
- "What routines or processes could we set up to help us manage better in the future?"



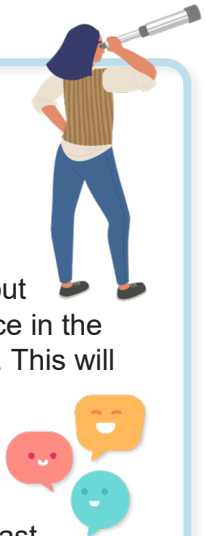
Reduce

Reduce the impact of adversity by planning for the future

You may be busy already dealing with challenges, but take time as a team to think about what you may face in the future and how these could be avoided or mitigated. This will help you to be an effective team.

Questions to ask...

- "What are we here to do? What can we do?"
- "What challenging situations have we faced in the past (both individually and as a team) that will help us to deal with current challenges?"
- "What skills and training do we have collectively to help us manage?"



Reflect

Reflect and renew so you learn from challenges

It is important to debrief and learn from challenges to help the whole team to recover. Take time to reflect, identify any lessons learnt and create plans to build future resilience. It will also help the team to move forwards positively. Remember to acknowledge those who supported your team as this will build relationships and encourage effective inter-team working.

Questions to ask...

- "What went well? What did we achieve?"
- "What didn't go as expected?"
- "What lessons have we learnt? How have we grown individually and collectively?"
- "What does this mean for our future plans?"
- "How do we say thank you?"
- "What can we celebrate as we move forwards?"

