



COMMUNITY CONVERSATIONS

AHA Team Training Monthly Webinar

December 11, 2019

RULES OF ENGAGEMENT

- Audio for the webinar can be accessed in two ways:
 - Through the phone (*Please mute your computer speakers)
 - Through your computer
- A Q&A session will be held at the end of the presentation
- Written questions are encouraged throughout the presentation and will be answered during the Q&A session
 - To submit a question, type it into the Chat Area and send it at any time during the presentation

UPCOMING TEAM TRAINING EVENTS

Courses

Registration for 2020 Master Training, Fundamentals and Specialty courses are now open! View our course schedule to [learn more and register](#). Sign up by December 31 and use code **TT2019** to get \$50 off!

Webinars

[Register](#) for the January 2020 webinar: *Shrinking the Change, and Leveraging Bright Spots in Your TeamSTEPPS Implementation*

January 8, 2020 | 1:00 – 2:00 PM ET (12 CT, 11 MT, 10 PT)

UPCOMING TEAM TRAINING EVENTS



[Registration](#) is now open! [Learn more](#) about our National Conference to be held June 3-5, 2020 in New Orleans. Early bird and other special registration rates are available!

CONTACT INFORMATION

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TODAY'S PRESENTER



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DESCRIPTION

This webinar will introduce the concept of Community Conversations (based on the work of Peter Block); bringing people together to have meaningful (and deep) conversation is needed now more than ever in health care. The overall focus of Community work is to:

- Create an alternative future
- Focus on ways to shift context (reframe)
- Build relatedness
- Create space for more intentional possibility

Participants will have the opportunity to explore the practice of Community Conversations and to consider which of five conversations they could apply in their own organizations.

LEARNING OBJECTIVES

- Learn the six Community Conversations
- Learn the difference between questions with power and questions with little power
- Identify 1-2 Community Conversations you could have in your own organization (or with a specific team)

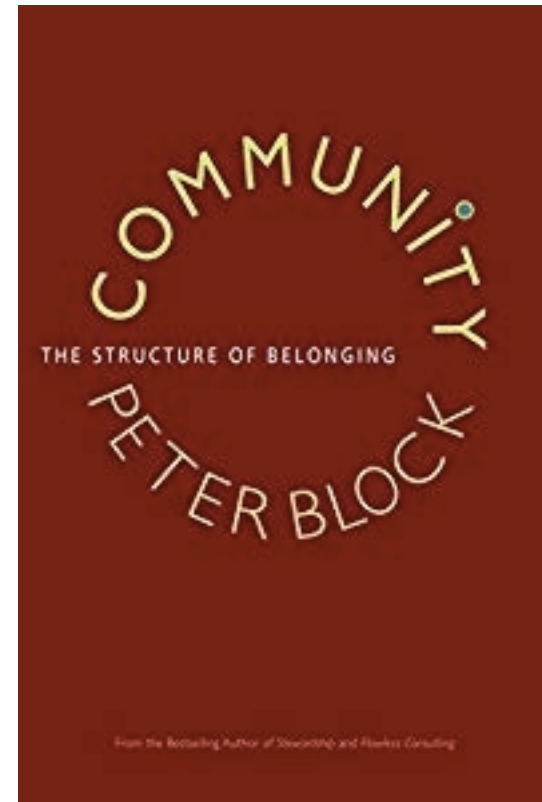
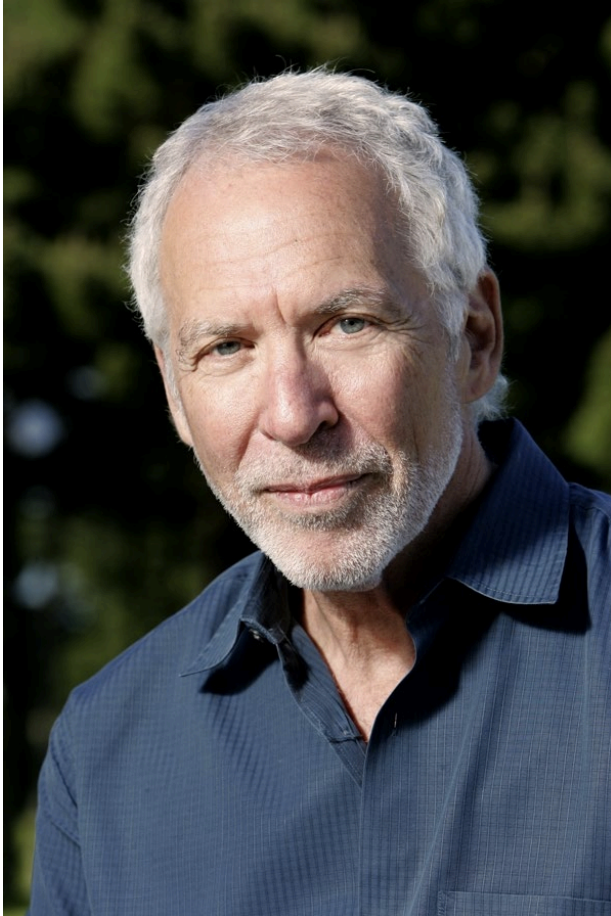
**Polling question:
What would it mean to my
team if everyone had a
stronger sense of
ownership?**

**Polling question:
What would it mean to my
team if everyone was
committed to creating a new
vision of our future?**

WHAT MAKES A COMMUNITY?

- Thinking about your own experiences, what are the hallmarks of a strong community?
- If you could foster a greater sense of community in your organization, department, team, would this be a worthy goal? Worthwhile work?
- What can we do to explicitly build community?

BLOCK ON COMMUNITY (OR, WHO IS THIS GUY AND WHY SHOULD I CARE?)



THREE SPECIFIC TASKS FOR A LEADER

- Create a context that nurtures an alternative future that is based on **Gifts, Generosity, Accountability, and Commitment**
- Initiate and convene conversations that **shift people's experience**; we do this in the way we bring people together and through the nature of the questions we ask them
- Listen and pay attention

THE PURPOSE OF COMMUNITY WORK

- To create an alternative future
- Focus on ways to shift context (reframe)
- Build relatedness
- Create space for more intentional possibility



HOW DO I DO THIS?

Small group work is the main mechanism for engaging community and the design of community gatherings must be carefully considered (e.g. small table work; 1-2-4-all; sharing stories; creating peer learning teams; etc.).



**Polling question:
I believe I routinely ask
powerful questions of others
that cause them to think
deeply and have meaningful
conversation with
colleagues.**

POWERFUL QUESTIONS

Questions with little power

- How do we get others to buy in to our vision?
- How do we get those people to change?
- What new policy will move our interests forward?
- How do we get people to show up and be committed?
- How do we get others to be more responsible?

Questions with great power

- How valuable do you plan for this effort to be?
- What are the gifts you hold that have not been brought fully into the world?
- What is the story you keep telling about the problems of this community?
- What is your contribution to the very thing you complain about?
- What is it about you or your team that no one else knows?



**Revisit Polling question:
Given Block's perspective on powerful questions,
now how would you say you do?**

**I believe I routinely ask powerful questions of others
that cause them to think deeply and have meaningful
conversation with colleagues.**

THE SIX CONVERSATIONS

1. The Invitation
2. The Possibility Conversation
3. The Ownership Conversation
4. The Dissent Conversation
5. The Commitment Conversation
6. The Gifts Conversation

THE POSSIBILITY CONVERSATION

- What are the crossroads where we find ourselves?
- What declaration of possibility can we make that has the power to transform our team and inspire us?
- What can we create together that we cannot create alone?

THE OWNERSHIP CONVERSATION

- To what extent are we invested in the well being of the whole?
- How much risk are we willing to take?
- How valuable an experience do you plan for this to be?

Going deeper...

- What have I done to contribute to the very thing I complain about or want to change?
- What is the story about this team that you hear yourself most often telling? The one that you are wedded to and maybe even take your identity from?
- What is your attachment to this story costing you?

THE DISSENT CONVERSATION

- What doubt and reservations do you have?
- What have you said yes to, that you no longer really mean?

THE COMMITMENT CONVERSATION

- What promises am I willing to make?
- What is the promise I'm willing to make that constitutes a risk or major shift for me?
- What is the impact on others for me to keep my commitments or fail at my commitments?

THE GIFTS CONVERSATION

- What gifts have you received from others in this room?
- What has someone in your small group done today that has moved you or been of value to you?
- In what way did a particular person engage you in a way that had meaning? Find them and talk to them.

AN EXAMPLE



Buurtzorg Healthcare

- Established 13 years ago in the Netherlands
- Nurse-led; self-managed teams; highly decentralized
- Highest patient satisfaction rates of any healthcare organization
- Have now gone global

Revolutionizing community care

THE BUURTZORG MODEL OF CARE

- Self-managed teams work in a designated neighborhood and decide how they organize the work, share responsibilities and make decisions
- A new team will find its own office in the neighborhood and is responsible for introducing themselves to the local community, including getting to know GPs, therapists and other professionals.
- Caseloads are built through word of mouth and referrals

Source: Buurtzorg's website

Polling Question:
**Of the five community
conversations we covered
today, which one do I think I
could actually try with my
own team?**

QUESTIONS?

- Stay in touch! Email teamtraining@aha.org or visit www.aha.org/teamtraining



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