

The Human Skills Team Check

A 15-20 minute conversation to choose one team habit to improve.

Think about the past two weeks. Choose one response for each statement. Keep your sheet; you can discuss themes without showing your answers.

This is a discussion tool, not a validated assessment or an individual performance rating.

1. Clear expectations

We check who is doing what and when it is needed.

☐ Often ☐ Sometimes ☐ Rarely ☐ Unsure

2. Sharing updates

We confirm important changes have reached the right people.

☐ Often ☐ Sometimes ☐ Rarely ☐ Unsure

3. Useful feedback

We discuss specific behaviours and agree useful next steps.

☐ Often ☐ Sometimes ☐ Rarely ☐ Unsure

4. Speaking up

We can raise concerns or ask for help and receive a respectful response.

☐ Often ☐ Sometimes ☐ Rarely ☐ Unsure

5. Handling disagreement

We discuss the issue without personal attacks.

☐ Often ☐ Sometimes ☐ Rarely ☐ Unsure

6. Following through

We return to agreements and explain when plans change.

☐ Often ☐ Sometimes ☐ Rarely ☐ Unsure

Look for a useful conversation, rather than a total score. Different experiences are worth exploring.

READ MORE / Background: AHRQ TeamSTEPPS, reviewing team performance

Turn the check into action

For the facilitator: listen first, choose one behaviour and arrange a review.

A SIMPLE WAY TO RUN IT

2 minutes: Reflect individually. Anyone can pass on a question.

5 minutes: Invite examples of what helps and what gets in the way. Leaders listen before offering their view.

5 minutes: Choose one behaviour to trial. Check whether workload, resources or processes also need attention.

3 minutes: Agree ownership and a review date. Allow extra time for discussion.

1. What is already helping us work well together?

2. What is one pattern we want to improve? Use an example.

3. What will we try for the next two weeks?

4. Who will support it? What needs to change around us?

5. When will we review it? What will tell us it is helping?

Example: When a booking changes, the person making the change messages the affected colleague and asks for confirmation.

Keep participation voluntary. Record agreed team actions without naming individuals. Use appropriate reporting channels for serious concerns.

Want support turning team patterns into practical change?

Explore workshops and programs: danielhallsco.com.au/contact

Created by Dan Halls, Human Skills facilitator and practising emergency nurse.