



## PCMH User Group Highlights 10/25/18

*Slides from presentations are attached to email and on website (slides and highlights under PCMH User Group)*

- **Kris Introductions** - Last month's request for discussion topics yielded an October session on Team Building/Staff Engagement. Betsy Williams, Business Development and Training Specialist at Northwestern Michigan College to facilitate, using activities and small groups to demo methods to engage and build a workplace team.

**Betsy** shared that her department is the college's corporate arm for training development in the community. It also represents the Michigan Manufacturing Technology Center and works with small to medium sized manufacturers in the area. Betsy has also helped in the past with LEAN strategy sessions.

### **Quick, fun, interactive, team building ideas to take back to practices:**

- **As a meeting opener**, have team members each report how long they have worked in health care. For example, the PCMH User Group reported a combined total 236 years of experience in health care.
- **Do a sticky note poll for "Brain Writing."** Betsy had User Group answer "Why is Team Building Important?" (See Team Building slideshow). Benefits: process only takes a couple minutes, everyone has a say, generates many ideas, and is a way to divvy tasks as a group that everyone needs to get done. Next step in this process would be affinity grouping of like responses, she suggested.
- **Purchase a conversation ball or "Thumb Ball."** Works well for ice breakers, or to start a huddle. These balls include multiple questions printed on a ball and come in several different themes. Ball is tossed to someone and wherever their right thumb lands, that is the question they answer to the group. If no ball is available, prompts can be generated to be drawn out of a hat. Balls are available online from Trainers Warehouse or Office Oxygen.
- **Listening Paraphrase Activity.** Have team members work in pairs and take turns as both a listener and a paraphraser for a given topic (i.e. in the user group activity participants were asked to share a specific work challenge they have faced). Allow 1 minute in each role. Activity serves as a reminder to make a conscious effort to listen to what others are saying. It hits on the importance of providing undivided attention.
- **Have team practice saying "Hello" with and without a smile.** Betsy showed a chart breakdown about listening which depicted that only 7% of what is remembered from listeners comes in the form of actual words, verses body language and tone. A good customer service reminder: try to be aware of the tone being used. Be aware that a multi-tasking person is sometimes "given

away” by their lack of involvement in the call. Phone is a good place to practice paraphrasing of what the caller has said.

- **Foster team camaraderie by breaking in groups, but by random topic.** As a transition to the next activity, Betsy had User Group break into groups alphabetically based on their favorite Halloween costume. People shared their favorites aloud.
- **Rotating Flipcharts activity.** Group members are given a set amount of time to brainstorm and write down answers to share on each collective flip chart before rotating to another chart in the room with another topic. At the end, participants end up at the original flipchart where they started. They are then asked to mark the top two ideas generated by the big group. (For “top” User Group ideas to snag, see those **highlighted** in the Team Building slideshow).
- **The Number Game.** Participants are each given one minute to map the numbers 1 to 60 out on a page without lifting the pencil off the paper. Numbers are pre-printed on the page but are scrambled. Then, as a group, participants can strategize a way together to improve upon how many numbers they could find, again using only one writer. Improvement was seen with the group angle. Betsy shared that teams always score higher than the individual in the activity, and it serves to demonstrate how teams can be successful in getting more done.
- **Box of Spaghetti and a Bag of Marshmallows.** 10 minutes for a team to construct the tallest free-standing structure they can using only two construction materials.

**2018 meeting dates:**

**Thursday, 11/29/18**