

Team reflection (Completed Example)

Describe the focus of the reflection. What was the objective you set out to achieve? Did you achieve this objective?

The development of a joint protocol for the treatment of type 2 diabetes in the community. We wanted to ensure a consistency of approach across all provider sectors and increase patient satisfaction. We believe we achieved this objective.

The work on avoiding delayed discharges. We did not achieve our aim which was a 20% reduction in delayed discharges.

Why did the team achieve/ not achieve your objectives? What challenges did you face? How did you overcome these challenges?

We worked effectively together. We understood each of our strengths and made sure they were used. One very good aspect was the way we created a wide network through our own individual contacts and made sure that this was owned by the team. The system functioned through the employment of this network and the development of a shared message.

As a team we failed to see the complexity of the problem and took an approach that was too focussed. We found that we concentrated far too much on patients with complex discharge needs which were difficult to sort out when a lot of easier and quicker gains could have been made by looking at the wider variety of reasons for delayed discharges

What have the team learned from this?

This has demonstrated that a team is more than the sum of its component parts. Crucial to what we did was assessing and recognising our strengths and contacts and bringing them together to create something more powerful than any of us individually. It also became clear that when you do this a real dynamic and momentum is built up and we realised that the team itself develops an identity that is much more than the additive talents of the people within it.

The main learning point is not to rush into the task and spend some time evaluating the issue fully. In retrospect we should have invited others onto the team and also been prepared to take time talking to more of the key players than we did. We also immediately assumed that the problem was far more complex than it was.

What changes will you make in the way you work as a team?

This was a successful team and no major changes are needed but each of us can use this experience of a way of enhancing the effectiveness of other teams we work with.

We will challenge each other more. In retrospect it was clear that we all knew that things were not progressing as well as they should. We all misinterpreted the fact that we worked well together as re-assurance that we were achieving our objectives. In essence, we all became too comfortable as members of the team – and all now feel disappointed with the outcome. As a team we need to be confident to speak out and challenge.