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## Creating Effective Communication in The Team

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Teams working in the field of complex care can be faced with intense dynamics given the vulnerable populations served by the program. It is very important for teams to develop healthy communication with each other so that they can collaborate and carry the intensity of the work together. Understanding common communication challenges and how to shift to healthy communication is an important part of developing interprofessional team competency. The following resources will introduce you to some key concepts to be aware of in team dynamics.

Review the following short videos for some tips on key areas in team communication:

- [The Drama Triangle: Victim Perpetrator Rescuer](#) (2 min)
- [Understanding the Drama Triangle vs Presence](#) (3 min)
- [Four Horsemen of the Apocalypse](#): (2 min) Key communication strategies for Effective Relationships

### Competency Reflection

Now that you have reviewed the materials about interprofessional teaming it is time to reflect on your experiences with this core competency. In the space below write two case examples – one where you worked on an effective interprofessional team and one where you worked with an interprofessional team that was not as effective.

### Case Study #1 – The High Functioning Team

- What were the characteristics, practices and values that made the team work well together?
- What role did you play in that team and how did you contribute to these practices?
- What impact did that team have on individuals with complex needs?
- How will you carry those practices into your new team?



**Characteristics, practices and values:**

**Your role in the team:**

**Team impact on individuals with complex needs:**

**Practices you will carry into your new team:**

**Case Study #2 – The Low Functioning Team**

- What were the characteristics, practices and values that caused the team to not work well together?
- What role did you play in that team and how did you contribute to these practices?
- What impact did that team have on individuals with complex needs?
- Reflecting on what you've learned from this module – what would you do differently in that team if you were involved in it again?

**Characteristics, practices and values:**

**Your role in the team:**

**Team impact on individuals with complex needs:**

**Practices you will carry into your new team:**