



TEAMSTEPS

How to Prepare for Training

This document will help you understand how to best prepare your institution and your staff for a TeamSTEPPS training and rollout. By spending a little time preparing, you'll learn TeamSTEPPS calls this action a *brief*, you will help strengthen support and sustainment of your TeamSTEPPS initiative. Key TeamSTEPPS tools involve improving communication and those actions should begin even before training takes place.

Support from the Top

You were asked in the TeamSTEPPS Readiness Assessment if you have support from the top for this initiative. That means all the way to your top level of leadership, which might be a CEO or Dean. Why is this important? The goal of TeamSTEPPS is to support a culture change, which will not happen if your top leader doesn't support the time and resources that are required for this shift.

The second reason Executive support is important is at some point in your change, someone will push back. Your trainers and coaches need to know that leadership has their back to push forward with, yes, we are changing. Another important event that will happen is the first time a staff member attempts to speak up and challenge someone; they try to *stop the line* when they think patient safety is at risk. In this moment, they must be supported by their supervisor, and their supervisor, and on up the ladder to the top, if it has to go that far. Whether they are supported for doing the right thing or not, this will be your fastest traveling story across your organization and it will either reinforce TeamSTEPPS strategies or derail your whole initiative.

In preparation for your TeamSTEPPS training, make sure the participants know the support for this effort comes from the top. Perhaps have the senior leadership briefly speak to them on the importance of TeamSTEPPS or author an email thanking them for their participation and restating the importance.

Who should be trained?

Getting the most out of TeamSTEPPS means putting together the right team. Each step and task of your TeamSTEPPS journey should have the right team for that role. Several items should be considered when selecting participants, but one important fact holds true, they must all be supported from the top and empowered in their role.

- Teams should always be interdisciplinary.
- Consider the unique talents needed for each type of team – Change Management team, Master Trainer team of educators, and team of Coaches.
- Individual team member's support for TeamSTEPPS concepts. While converting the biggest critic can propel a TeamSTEPPS initiative forward, you want members of your core teams to be fully supportive and engaged in TeamSTEPPS.



Why Am I Here?

Whether you are sending staff to a TeamSTEPPS course at another location or running a training at your own institution, every participant should know *why am I here?* Some participants may volunteer, but may will be requested to participate by their supervisor. Regardless of their reason for attending training, every participant should come already understanding why they are there. Trainings are more successful when participants understand the goals of the training and expected outcomes.

After your participants are identified, be sure to communicate to them the following concepts:

- What is your institution's need for TeamSTEPPS?
- What are the goals and expected outcomes of the training?
- Why were they selected to participate?
- What are they expected to do after the training? Will they become internal trainers? Will they be coaches?

What happens after?

Once your participants understand more about the planned TeamSTEPPS training, they will want to know what comes after that. Your communication to them should include not just details about the training, learning, and goals, but what will they do with this new knowledge once they are back at work.

Especially if TeamSTEPPS is new to your institution, you may not have a complete picture of *what happens next*. Be upfront with staff about what you know and what you do not know at this point. If they are going to be part of the team who plans *what's next* for your institution, let them know they are being empowered in that role.

If TeamSTEPPS currently exists at your institution, let new participants know how they will fit into this program and what their role and expectations will be for the future. Participants may want to talk to others who are performing these roles already before they are trained. Help facilitate this if it's possible.

Regardless of the status of TeamSTEPPS at your institution, provide some of this information:

- What am I expected to do after I am trained? Be as specific as possible.
- Will participants be part of a Change Team?
- Will participants be expected to train others? Within their department? Across institution wide?
- Which participants will be Coaches? Who might they be coaching?
- How will these task fit within their normal role? Will they be given time to complete these tasks?

TeamSTEPPS Timeline

Sharing your institution's timeline with participants before their training will help ensure they are able to make the most of their time. Part of communicating expectations and roles after the training is also the expected timeline for those tasks. If TeamSTEPPS is part of a larger patient safety project, share those goals, success metrics, and timeline to achieve each step.