# How to build an awesome Good Call Team in 4 Easy Steps:

## Step 1: Write down your team’s name! *(See - we told you this is easy!)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Step 2: Figure out your core team values

|  |  |  |  |
| --- | --- | --- | --- |
| Name  *E.g. Julia Porter* | Role/Perspective  *E.g. ED Unit Clerk* | Top 3 “good call” values  *See below for suggestions!*  *E.g. Respect, Trust, Teamwork* | Common team values  *(What values stand out from the individual lists?)* |
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|  |  |  |
|  |  |  |

Collaboration

Accountability

Adaptability

Commitment

Community

Competency

Sustainable

Patient-centered

Responsibility

Connection

Curiosity

Honesty

Excellence

Ethical

Fairness

Patience

Reliability

Humility

Inclusion

Potential

Inspiration

Innovation

Trust

Humour

Teamwork

Clarity

Process

Order

Respect

Cooperation

Initiative

Justice

Hope

Recognition

Openness

Vulnerability

Learning

Understanding

Gratitude

Safety

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Step 3: Write down your team vision

**Imagine a perfect call experience. How would it feel to communicate? What would patients say? How would you describe it to a friend considering working there? After asking yourself these questions, have a look at your common team values and build a team vision that captures the “why” behind your Good Call team.**

*Stuck? Check out visions of your favourite companies like Disney (“To make people happy”), Google (“To provide access to the world’s information in one click”), Instagram (“Capture and share the world’s moments”) or TED (“Spread Ideas).*

## Step 4: Figure out the logistics

How will your team meet each month to complete the group activities? (Five-minute chunks? Thirty-minute sessions?)

How will your team communicate or connect? (Email? Binder? Huddles? WhatsApp? Group Text?)

Thinking of your values, are there any commitments you can make as a team? (Be curious? Respect other experiences?)

## Step 5: Update and share the “Team Activity Update” worksheet