## Team Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Be a Good Call Detective!

## *“The world is full of obvious things which nobody by any chance ever observes.” – Arthur Conan Doyle*

## Step 1:

The aim is to learn something you didn’t already know about the work your colleagues do. Pair off in twos (or threes!) with a Good Call team member who ideally has a *different* role than you do. You can collect evidence for this investigation through shadowing team member (with their permission, of course!), having an in-person conversation, an email exchange or… you guessed it, a CALL!

Picture yourself in their role: What does the call experience look like from their perspective?

Chat about your training and previous work experience.

Find out how much of their role is structured and predictable, and where experience and adaptability is valuable.

What is in their sphere of control(what they can change in themselves)?

What is their sphere of influence (what impact they can have on the broader environment through relationships and connections)?

## Step 2: Identify what is in the sphere of control and sphere of influence of your Action Series team (as a whole team)

**Once you’ve met in pairs, come together as a team (in person or virtually) to discuss what you learned and what is in your sphere of control as a team to change. You will start to see potential opportunities for improvement. We invite you to list up to three here.**

\*Next module, we’ll get into changes… and you’ll need the right people. Are there other people you think you might need on your team? Now is the time to recruit them.

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| Opportunity for Improvement *(e.g. Timing of semi-urgent calls)* | Team Members with Sphere of Control *(e.g. Physician, RN, Unit Clerk)* | Other people to add to the team: |
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## Step 3: Update and share the “Team Activity Update” worksheet