

 **HotDoc** | WEBINAR

Team Collaboration in General Practice: Culture & Leadership

HOSTED BY



Dr Jaspreet Saini
GP & Clinical Director, Healthicare



Riwka Hagen
Medical Business Services

aapm

Australian Association of
Practice Management


excellence in healthcare management

AAPM Approved 2024

5 CPD Points




Thursday
31st October
7:30pm AEDT

The background is an abstract composition of textures. On the left, there is a vibrant green area with a fine, pebbled texture. On the right, there are warm orange and yellow tones, also with a textured, slightly grainy appearance. A large, irregular white shape, resembling a splash or a piece of paper, is centered over the image, serving as a backdrop for the text.

In the spirit of reconciliation, HotDoc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

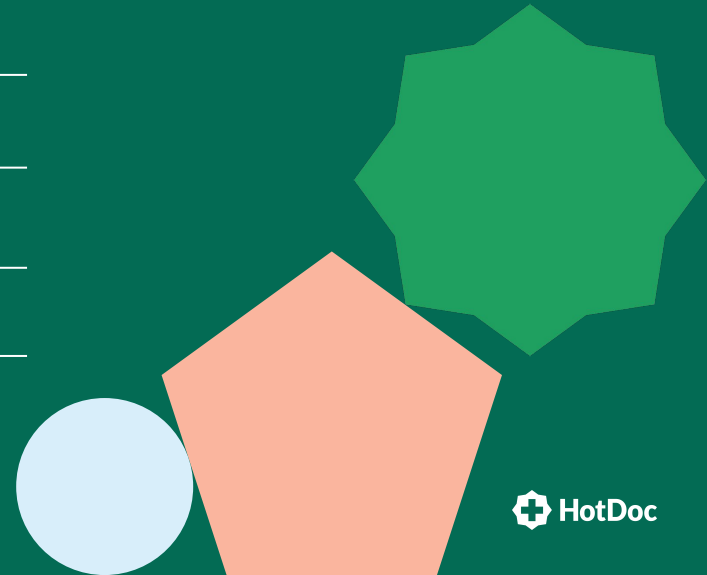
We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Before we begin -

- This session is being recorded & you will be sent a link 4-6 hours after this session has concluded with the recording & resources.
- Use the Q&A tool on your screen to submit a questions through the session & we will address at the end.
- In the “related content” you’ll find all resources referenced.
- Your CPD certificate will be accessible at the 40 minute mark, you can access via the  certificate icon on your console.
- Have a play around with the console/ icons on your screen, it’s an interactive experience.
- Please take some time to complete our feedback survey to let us know what you thought of today’s session. You’ll be prompted at the end of the session.






Today's Agenda

- 1 The OKR & CFR Framework
- 2 Recap of the '6 Critical Questions'
- 3 Conversations
- 4 Feedback
- 5 Recognition
- 6 Resources
- 7 Q&A with Riwka Hagen & Dr Jaspreet Saini



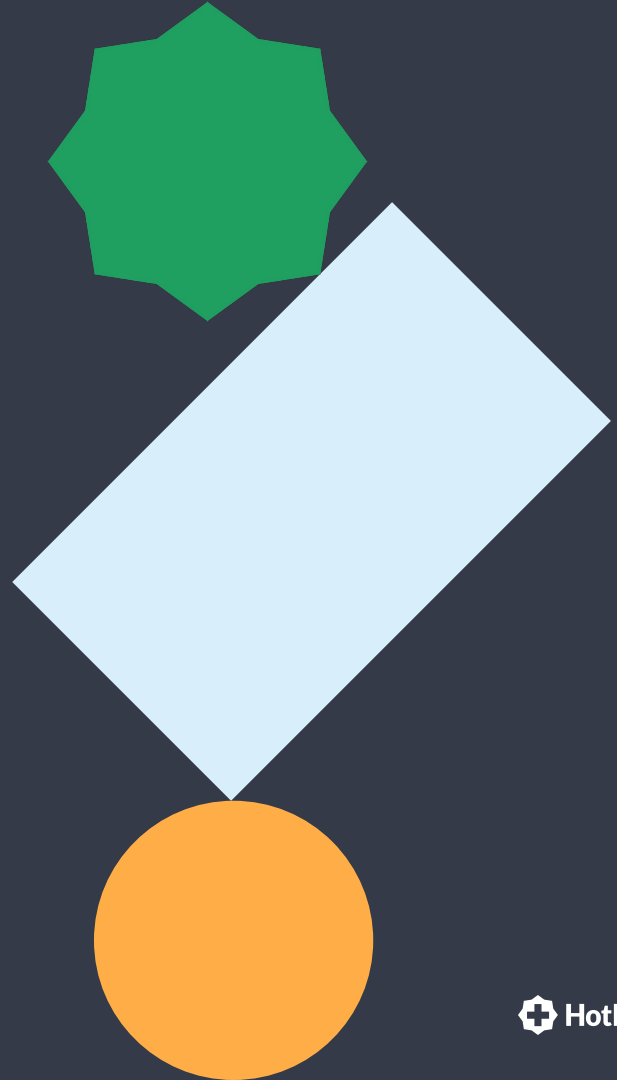
The OKR & CFR Framework

WHAT IS OKR AND CFR?

	OKR (Objectives and Key Results)	CFR (Conversations, Feedback, and Recognition)
	<i>Goal-setting system that drives the company's vision forward</i>	<i>A delivery system that drives OKRs forward</i>
	 What are Objectives? <ul style="list-style-type: none">• Aspiring goals• Inspired by strategy• Qualitative• Describes a desired outcome• Improvement areas to drive change	 Conversations An exchange between managers and team members with a specific focus on driving performance
	 What are Key Results? <ul style="list-style-type: none">• Quantifiable and measurable outcomes• Ambitious but not unachievable• Measures progress and change• Defines success criteria	 Feedback Two-way communication between peers with a focus on evaluating progress and determining future improvement
		 Recognition Appreciating and giving recognition to top-performing contributors
	OKRs are typically set quarterly giving four learning cycles in a year to make improvements	CFRs should ideally be 1:1s conducted at the end of an OKR cycle
	<i>Using CFRs and OKRs together can help create a system of continuous improvement, innovation, and help build high-performance teams.</i>	

6 Critical Questions Strategy & Planning

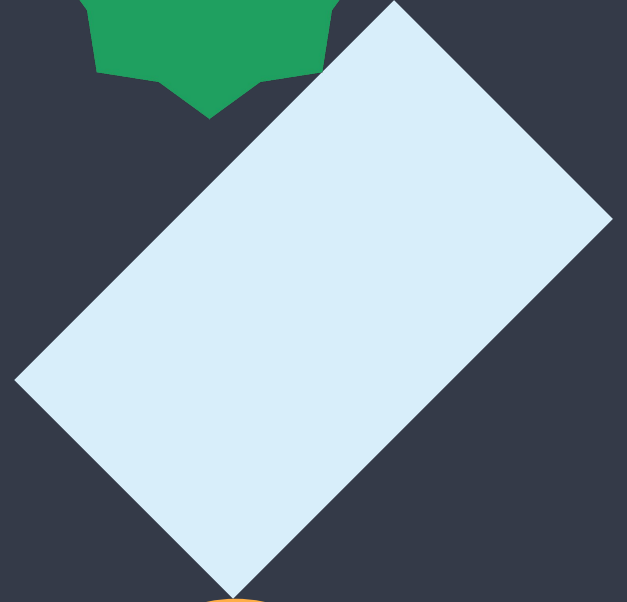
1. Why do we exist?
2. How do we behave?
3. What do we do?
4. How will we succeed?
5. What's most important right now?
6. Who must do what?

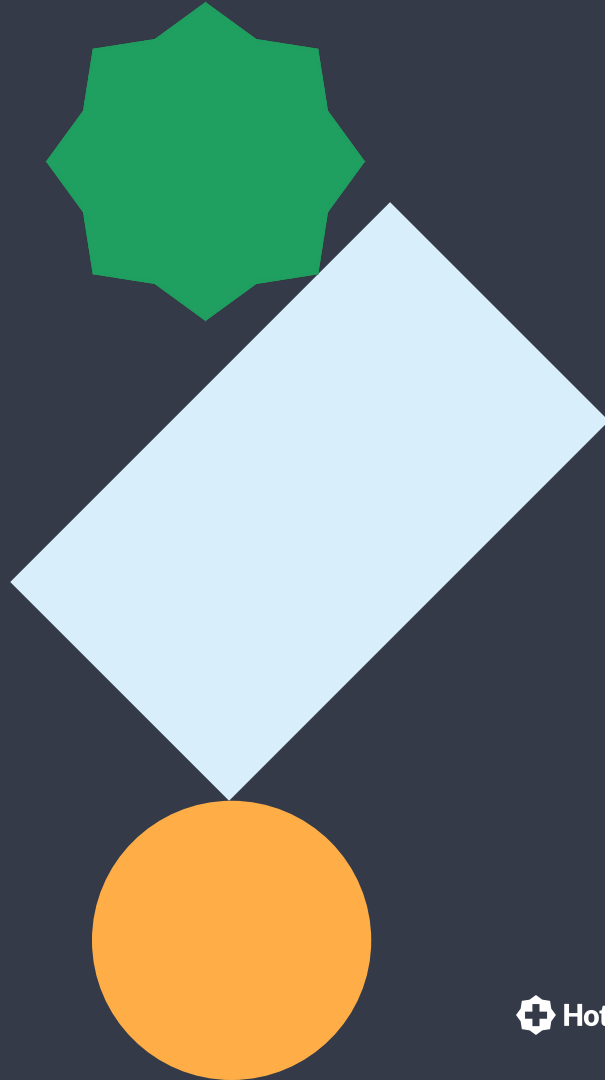
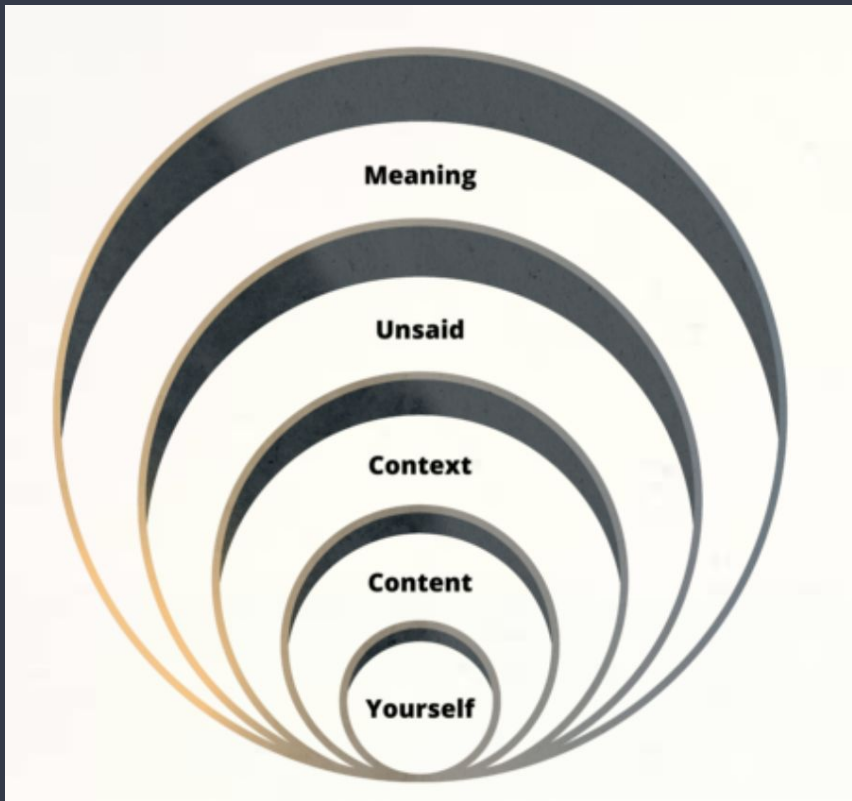


CFR

Conversations

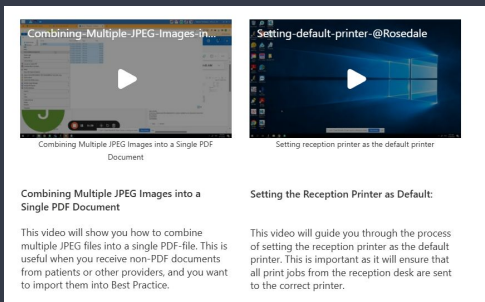
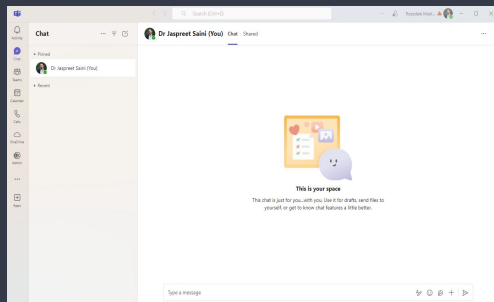
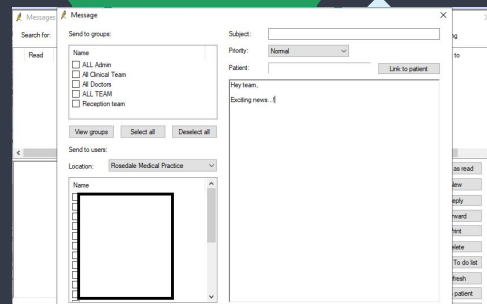
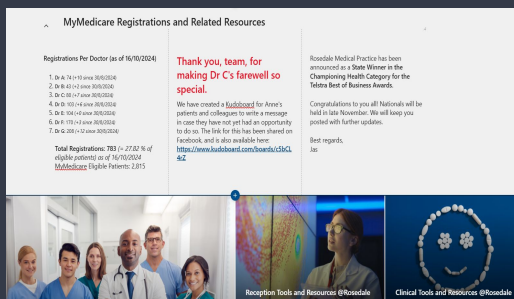
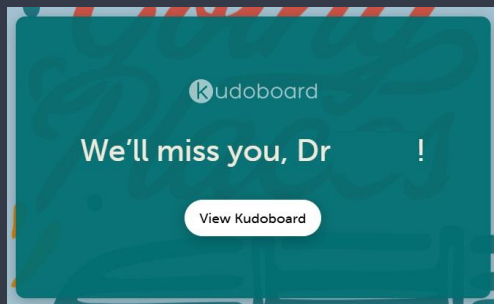
Listening & Speaking





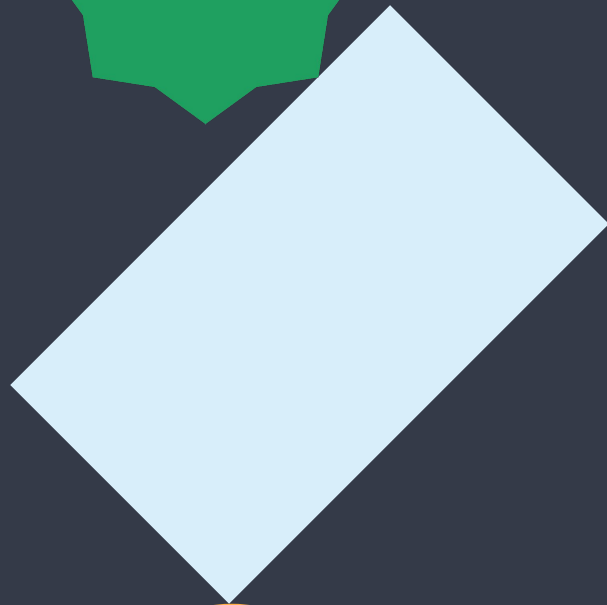
Ref: Oscar Trimboli | Deep Listening

How else can we communicate?



CFR

Feedback



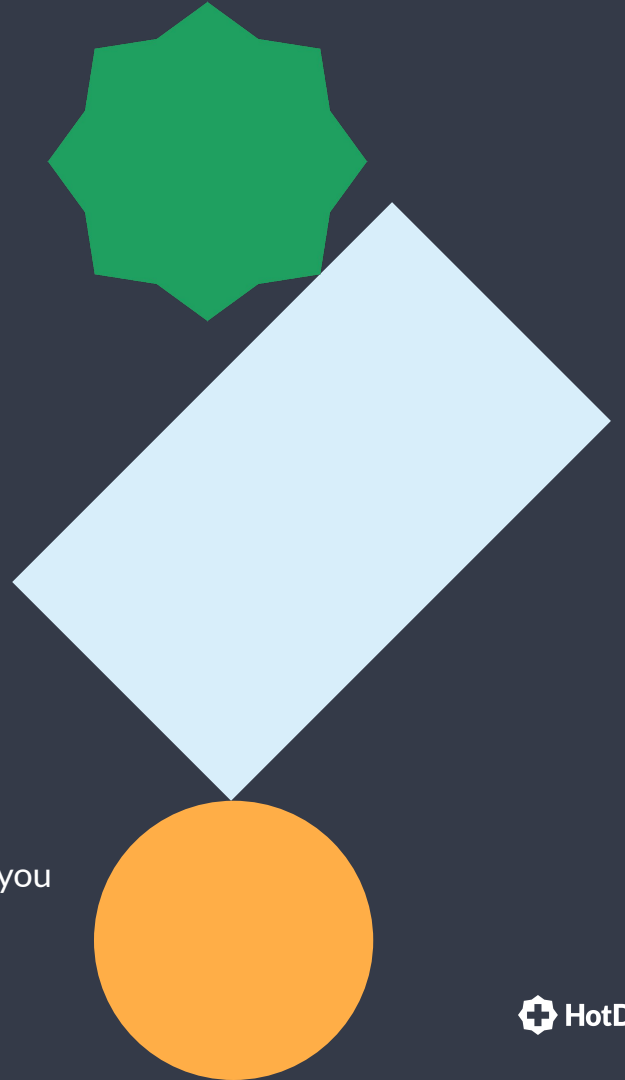
Team Temperature Checks

Question 1 - On a scale of 1-10 how are you doing this week?

Question 2 - What contributes to that number?

Question 3 - What could make it one point higher?

Question 3.5 - If higher or lower than last time, ask "Last time you said you were X, and now you're Y, what made the difference?"

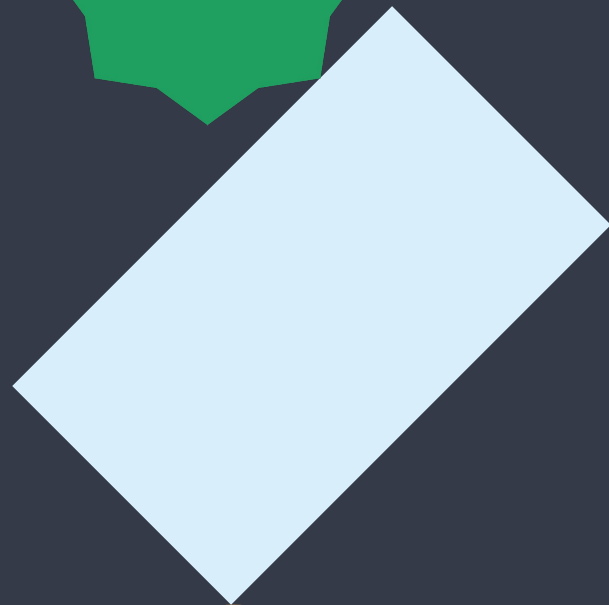


CFR

Recognition

What do you do in your
practice?

Answer in Q & A Box



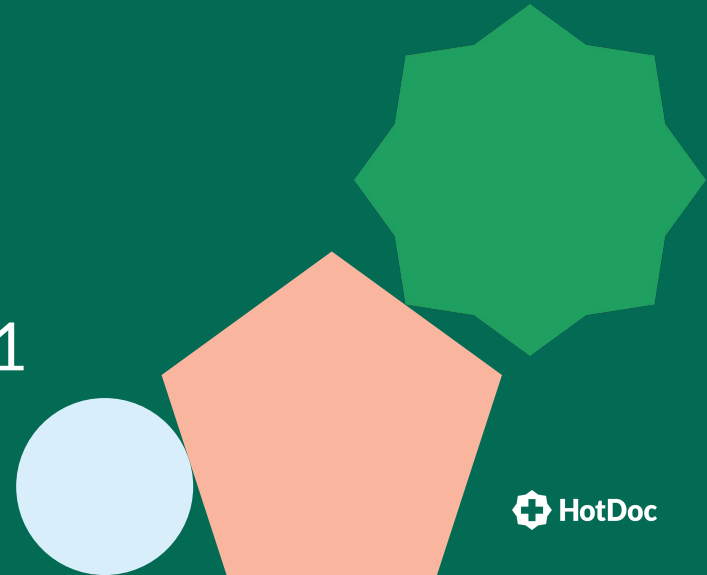
Polling Question

What 2 actions will you implement tomorrow to make a difference?



Summary

- 6 Critical Questions
- CFR Framework
- Conversations
- Feedback
- Recognition
- Commit to implementing at least 1 improvement



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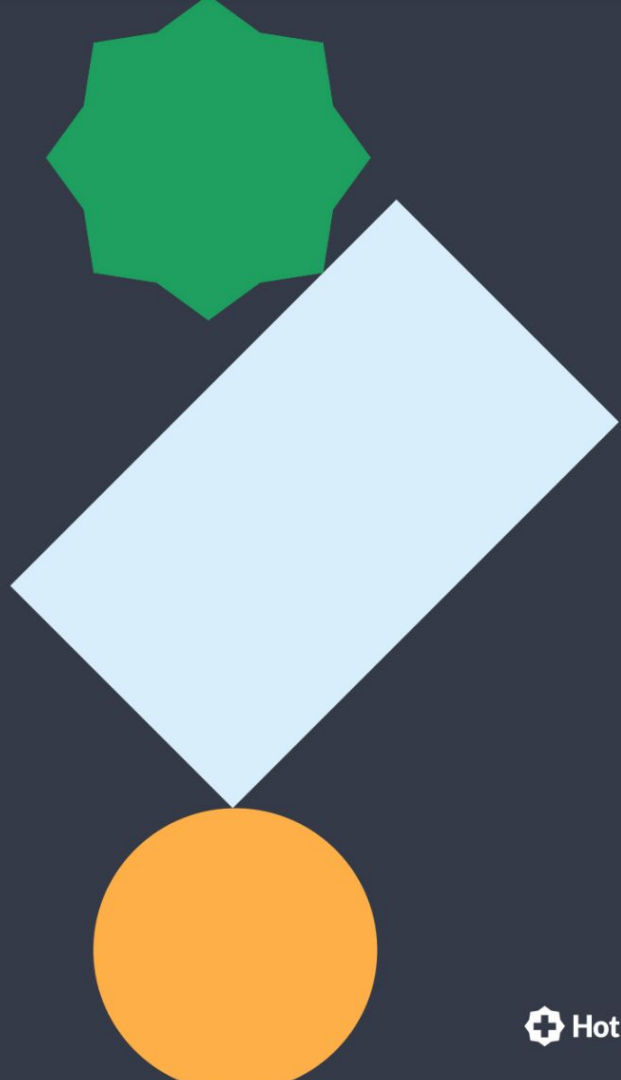
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Questions





Thanks for watching

Contact Us
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