UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Building a Team Mentality (teamworking Skills)

2526-3-H4102D126

Aims

This intensive course is designed to provide medical students with the essential skills and knowledge required to build and sustain effective teams in a healthcare setting.
In particular, the course aims to: develop essential teamwork skills, including communication, collaboration, and conflict resolution; explore leadership roles and dynamics within a team; enhance problem-solving abilities in a team context; and promote a positive and productive team mentality. By the end of the course, students will be equipped to contribute to and lead high-performing teams, ultimately improving patient care and outcomes.

Contents

Students will explore theoretical concepts and engage in practical exercises to enhance their understanding of teamwork dynamics, leadership, communication, conflict resolution, and collaborative problem-solving.

Learning Outcomes:
By the end of the course, students will be able to:
Demonstrate an understanding of team dynamics and the stages of team development.
Apply effective communication strategies within a team.
Identify and utilise individual strengths and roles within a team.
Resolve conflicts constructively and promote a positive team environment.
Lead and participate in collaborative problem-solving efforts.

Detailed program

1. Introduction: Teamwork in Healthcare

Importance of teamwork in healthcare
Overview of team dynamics and stages of team development
Identifying and leveraging individual strengths within a team

2. Communication Skills for Teamwork
   Effective communication techniques in a team setting
   Active listening and its role in team communication
   Strategies for clear and concise communication

3. Leadership and Roles in Teams
   Leadership styles and their impact on team performance
   Roles and responsibilities within a team
   Strategies for effective team leadership and management

4. Conflict Resolution and Collaborative Problem-Solving
   Common sources of conflict in teams and how to address them
   Techniques for resolving conflicts constructively
   Collaborative problem-solving strategies and exercises

Prerequisites

None

Teaching form

Lectures
Interactive discussions
Role-play and case simulations
Practical exercises and team-building activities

Textbook and teaching resource

A selection of scientific journal articles will be provided.
PPT slides and other relevant materials will be uploaded on the e-learning website.
Recommended readings include:
Katzenbach, J.R., & Smith, D.K. (2005). The Wisdom of Teams: Creating the High-Performance Organization. Harvard Business Review Press.
Lencioni, P. (2002). The Five Dysfunctions of a Team: A Leadership Fable. Jossey-Bass.

Semester

second term

Assessment method

Participation in class discussions and activities
Group presentations on team-building exercises

Office hours

To make an appointment, please contact the lecturers:
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Sustainable Development Goals

GOOD HEALTH AND WELL-BEING | REDUCED INEQUALITIES