

Live Webinar A: November 17, 2026
Live Webinar B: November 24, 2026

Teamwork

Two Part Series



OBJECTIVES:

Thomas O'Neill, Ph.D

1

Teamwork Part I:
Psychological Safety in the Workplace.

Nov 17, 2026

- Define psychological safety and distinguish it from trust, civility, and the absence of conflict.
- Recognize the impact of psychological safety on patient safety, teamwork, learning, staff well-being, and quality of care.
- Identify common workplace behaviours and conditions that strengthen or undermine psychological safety within healthcare teams.
- Understand practical communication strategies that encourage speaking up, asking questions, admitting mistakes, and providing respectful feedback during everyday clinical work.

2

Teamwork Part II:
The 5 Dysfunctions of a Team.

Nov 24, 2026

- Describe Patrick Lencioni's Five Dysfunctions of a Team and explain how each affects team effectiveness in healthcare settings. This involves understanding the role of psychological safety and trust and how they serve as the foundation for constructive conflict, commitment, accountability, and results.
- Appreciate the health of their own team by recognizing behaviours and warning signs associated with each dysfunction.
- Leave with evidence-based strategies to help address common team dysfunctions and improve collaboration across professions and disciplines

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