**SOCIAL LITERACY EXERCISE FORMAT**

1. Module (title and number):
2. Exercise name: **Communication in Teamwork**
3. Purpose:

* To enhance the importance of Teamwork in the Community (Flexible Prevention)
* Demonstrate a basic understanding of ethical practice in public institutions
* Understand the importance of bringing sensitivity and awareness to all interaction at work place
* To understand the importance of professional Multidisciplinary teamwork in Community based services

1. Duration/Time frame: 60 minutes
2. Participants: community public staff
3. Group size: small group (8-12 members)
4. Material: paper, pencil, colored pens
5. Methods: role-play, problem solving strategies, discussion
6. Description:

Michale is well-connected to many services in his county. The following people are represented on his team:

* Psychiatrist
* Nurse Practitioner
* Case Manager
* Residential counselor/Housing coordinator
* Vocational counselor
* Peer counselor

Have students break up into a 2 (two) groups or one if there are only 8 participants in the group. Give each person one of the roles listed in the Description of Roles section. Have “Michael” meet with each of his team members individually for a few minutes. Set the individual meeting space up outside of the main room, or at least in an area far enough away that no one can hear the interactions. Each professional must write up a progress note after each meeting, documenting the outcome of the meeting. After all the meetings have occurred, return to the large group. Have the team discuss the outcomes of their individual meetings.

**Description of Roles**

Michael has many irons in the fire. He is currently staying at residential treatment facility. He is in the Future Planning Group, as he is close to his discharge date from the House. Michael has a hard time communicating with others and is not very assertive. Michael deals with each interview as separate and distinct from the others – he does not transmit information from one to the other.

* **Psychiatrist** – increase Michael’s medication, have him take more in the morning to reduce his anxiety during the day. Discourage the idea of working, especially while he is currently so symptomatic with anxiety.
* **Nurse Practitioner** – Go over the dietary guidelines for diabetes with Michael, again, with a focus on reducing his bread intake.
* **Residential Counselor** – Focus on a roommate issue that is going on – Michael has been complaining of his roommate snoring and not sleeping well at night. Also, make sure Michael can go to the big picnic that is coming up on Thursday, 11am – 3pm.
* **Case Manager** – You have filled out the paperwork for Section Housing and referred Michael to the Housing Coordinator. You think that Michael looks down, so you take him out to a nice sandwich place for lunch to see if it will perk him up.
* **Job Developer** – You have an opening in a janitorial spot at General Hospital! It is a great job, with opportunities for increasing hours and pay. Michael needs to be there at 7am, with his shift ending at 2pm, Monday, Tuesday and Thursday.
* **Peer Counselor** – Michael meets with his peer counselor for French fries and sodas. The peer counselor offers support.
* **Housing Coordinator** – You have received a referral for Michael. You make an appointment to look at an apartment that is available. It is nice, but it’s a long walk to the bus, which also has a reduced schedule to that area.

**Discussion**

* Were there any conflicts in outcomes?
* Who was missing important information?
* Meet now as a team and discuss the various issues.
* Come up with a coordinated treatment plan.
* Enhace participants to think about the advantages of teamwork, by making a list (See Handouts):

**Conclusions:**

* Be sure to end the session with conclusion – »what we have been learning today«
* ask every participant for Feedback
* Close the session with positive attitude

1. Advice for Trainer: Preparation will be needed in advance. It is important to have basic knowledge and skills in group dynamics.
2. Source/Literature: Adapted from CASRA , 2002. Introduction to Psychosocial Rehabilitation. (Sonja Bercko, 2009. Rehabilitation Handbook. Integra Institute.
3. Handouts: The Advantages of Team Work
4. Contributor (partner): Integra Institute (Sonja Bercko, psychosinthesis th. and NLP spec. practitioner)

**Handout: The Advantages of Teamwork**

**For the client**

Flexible resources

\_\_ Additional person-power

\_\_ Variety of expertise

\_\_ Each team member brings a different background of experience, information and

insight to the group

\_\_ Creates a network of support for the client

\_\_ Broadens the support system, reducing the reliance on one individual

\_\_ Includes different types of staff – peer counselors, attendants, med support, relief

staff, etc, increasing the likelihood that someone on the team will be able to make the

helping connection.

\_\_ Actively develops the natural supports in the community

\_\_ Family, neighbors, landlords, board and care operators, etc.

\_\_ Creates more continuity in the rehab plan

\_\_ Team members reinforce the rehab plan in all interactions

**Teamwork is also supportive of case managers**

Shared responsibility

\_\_ Shared successes, shared failures, shared commitment to try again

\_\_ Reduces the isolation of the job

\_\_ Reinforces a mindset of inclusiveness among team members

\_\_ Increases the fun on the job

\_\_ Helps to prevent burnout

\_\_ Helps to keep hope alive

\_\_ Staff offer encouragement to each other, mutual support