

Team Performance Model and Assessment

For

Evaluation of "Age Positivity" Work Group

Members: Bill Bourassa, David Pied, Elizabeth Ciccarelli, Emily Follo, Kelly Creamer, Lissa Merrill

Project Summary

"Podcast" series – We networked with our adviser, Don Harden, and developed a list of subject matter experts and older adults with unique perspectives. We interviewed 3 subject matter experts (some of which are older adults as well!) and 1 older adult. The interview questions were developed collaboratively, with each team member submitting questions then voting on our favorites. We met and workshopped the questions together. Bill hosted the interviews and recorded them (audio and video) via Stream Yard.

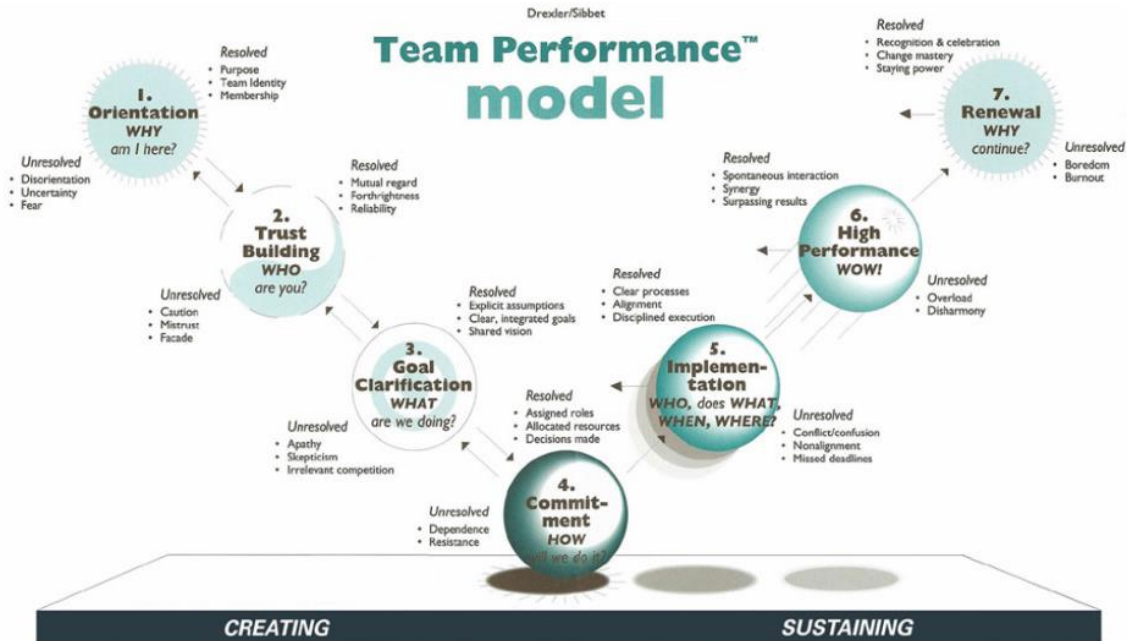
The final deliverable will be a link to the video series to be shared with interested agencies (including Maine Council on Aging) and used for educational purposes. (The final product may or may not also include a recording of our "outside audience presentation".)

Hanley presentation – Our Hanley presentation will be a skit illustrating the "ladder of inference" and how the data we are surrounded by influence the actions we take in relation to older adults.

Outside audience presentation – Our outside audience presentation will be virtual and interactive, incorporating knowledge we have gained throughout this process as well as clips of the interviews. We selected healthcare professionals as our target audience. We are in the process of inviting participants from each of our organizations to join the session, so the group will include professionals from a variety of healthcare fields. Tentative target date: Monday, April 29 at 10:30am.

Learning Process Reflection

We used the model below to evaluate our team process learnings throughout the stages of the project. We each noted our observations, and Kelly compiled the input below.



1. Orientation -Why am I here?

a. Resolved -Purpose, Team Identity and Membership

1. Purpose – creation of something to highlight age positivity and present to stakeholders and our Hanley cohorts.
2. Team Identity – Age Positivity Team
3. Membership made up of Hanley participants with an interest in “Age Positivity.”

b. Unresolved -Disorientation, Uncertainty, Fear

1. Disorientation – Who takes the lead? Do we need a lead? Lissa kicked us off very well with scheduling an Interview with Don. Emily was our initial note taker.
2. Uncertainty –
 - a. Who would be our Stakeholders?
 - b. Deliverable? Video or Podcast?
 - c. Who would do videography? Maine Health, Us?
 - d. Who would we interview? SME? Older Adults working, volunteering? How do we demonstrate diversity to make it relatable.
 - e. Who would do what? Fell back on Us to do Video work.
3. Fear – Would we get there? Would it be quality? Is everyone going to come to the table?

2. Trust Building –Who are you?

a. Resolved-Mutual regard, Forthrightness, Reliability

- i. **Mutual Regard** – Lissa took initiative scheduling meetings and connected us to SME. Then we migrated to a shared leadership model, rotating the note taker

and facilitator each meeting. We had unspoken permission to ask clarifying questions at any time and express thoughts freely.

- ii. **Forthrightness** - We scheduled weekly meetings in which we all committed to and showed up for.
- iii. **Reliability** - Small assignments were assigned and completed increasing trust. We landed on a mutually agreed upon schedule for weekly meetings.

b. Unresolved - Caution, Mistrust, Facade

- i. Caution – Kelly pulled team back to revisit the “assignment” and Lissa constructed a timeline as it was clear there was some “caution” and concern for a more structured roll out.
- ii. Mistrust- Not expressed as mistrust, but we utilized teaming to help with accountability. Kelly and Emily co-authored an email to MaineHealth and we shared leadership with assigned note taker and facilitator that rotated each meeting.

3. Goal Clarification – What are we doing?

a. Resolved - Explicit Assumptions, clear integrated goals, shared vision.

- i. Shared Vision -Continued to mature as we met, moved away from purpose of work to general benefits of being positive and celebrating positivity.

b. Unresolved -Apathy, Skepticism, Irrelevant competition

- i. Skepticism – We were somewhat skeptical about the delivery platform and whether MaineHealth would and could be supportive in the video production. Due to the skepticism, it allowed us to develop a backup plan of Self-Created Podcasts.

4. Commitment –How are we doing it?

a. Resolved -Assigning Roles, Allocating Resources, Decisions Made.

- i. Assigning roles – We leaned into everyone’s strengths everyone contributing at every level.
- ii. Decisions made.
 - 1. Agreed to do Podcast.
 - 2. Agreed to Skit
 - 3. Assigned group process report writer.

b. Unresolved -Dependence, resistance

- i. Dependence – Bill and Elisabeth and Emily key developers of deliverables

5. Implementation -Who Does What, When, Where: Our weekly meetings and shared responsibility helped keep us organized and on task. Occasionally there were pieces of the project outside of our control that impacted the project approach or timeline but we would quickly discuss, pivot, and continue moving forward.:

a. Resolved – Clear Process, Alignment, Disciplined Execution

- i. Clear Process – Well defined, all involved and contribute to deliverables.
- ii. Alignment- all agreed
- iii. Disciplined Execution – well organized and met all deadlines with diligent execution.

b. Unresolved - Conflict, Confusion, Missed Deadline.

- i. Confusion – did we need to survey outside audience to determine knowledge gap? Decision was it was not necessary as Don was our compass.

6. High Performance – WOW!

a. Resolved - Spontaneous Interaction, Synergy, Surpassing Results

- i. Synergy- everything is coming together with tweaks and adjustments as needed.
- ii. Surpassing Results – we are more than thrilled with the Podcast and the perspectives shared by our SME's and Older adult.

b. Unresolved - Overload, Disharmony – none.

7. Renewal –Continue?

a. Resolved - Recognition, Celebration, Change mastery, Staying power

- i. Recognition – thank you to participants.
- ii. Celebration - graduation
- iii. Change mastery – we navigated, restarted and kept the focus.
- iv. Staying power – our Podcast could be the beginning of more engaging conversations, and signing the pledge keeps the focus on positivity.

b. Unresolved -Boredom, Burnout. – Not reported

In reflection, we organically followed this “process map” without defining the stages, or reflecting as we moved through 1-5. Utilization of a couple of resets helped us to revisit the why and was helpful to stay focused and move forward to the “WOW”. The deadline also, was imperative to our making decisions and progressing to the next steps.

Our team was engaged, trustworthy, all high performers, and an absolute joy to work with. We leaned on each other's strengths and remained confident in the outcome.

We expect the outcome will reflect our individuality as well as the collective work to accomplish the deliverable of our Age Positivity Podcast including the Invite to take the “Positivity Pledge”.

Through our work, we are increasing awareness and commitment to the work of Age Positivity.

Thank you for the opportunity.

Age Positivity Team.