



American Society for
Clinical Pathology

196 Develop and Maximize Your Team's True Potential

Joe McDermott PhD, MPhil, FIBMS, Csci

2011 Annual Meeting – Las Vegas, NV

**AMERICAN SOCIETY FOR CLINICAL PATHOLOGY
33 W. Monroe, Ste. 1600
Chicago, IL 60603**

196 Develop and Maximize Your Team's True Potential

This session is designed to improve communication, focus the direction and ultimately improve the performance of the pathology team. Team development throughout the world does not receive the same focus as individual professional development. This session explores ways for the pathology team to develop and enable the business to work more efficiently and maximize its true potential.

- Delegates will experience improved communication within their Teams and have an understanding of Team dynamics.
- Delegates will be given the direction of how to resolve issues and conflict within the Team. They will also have a better understanding of the value of "Motivation".
- Delegates will be encouraged to measure their Team's development.

FACULTY:

Joe McDermott PhD, MPhil, FIBMS, Csci

Entire Pathology Team
Laboratory/Business Management
Laboratory & Business Management
2.0 CME/CMLE Credits

Accreditation Statement: The American Society for Clinical Pathology (ASCP) is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education (CME) for physicians. This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME).

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Maximise and Develop Your Team's True Potential

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2011 ASCP Annual Meeting/
WASPaLM XXVI World Congress



October 19-22
The Venetian, Las Vegas

Faculty Member/Author
ASCP CME Disclosure of Relevant Financial Relationships

Name: Joe McDermott

Type of CME Activity (project): 2011 ASCP Annual Meeting/ WASPaLM XXVI World Congress

Title of Course: Develop and Maximize Your Team's True Potential

Date of Activity: 21 October 2011

The ASCP has implemented a process where everyone who is in a position to control the content of a CME activity must disclose to us all relevant financial relationships with any commercial interest and any conflicts of interest must be resolved prior to the CME activity. Information will be reviewed by the appropriate course director, planning/editorial committee chair, or planning/editorial committee members; a determination will be made to manage the conflict with safeguards against any potential bias. This is not intended to prevent participation unless the conflict of interest is determined to be unresolvable. Refusal to disclose means that you relinquish your ability to participate in the CME activity involved.

Circumstances create a conflict of interest when an individual has an opportunity to affect CME content about products or services of a commercial interest with which he/she has a financial relationship. The conflict of interest depends on the situation and not on the character or actions of the individual.

ACCME and ASCP define commercial interests as entities producing, marketing, re-selling, or distributing health care goods or services consumed by. Or used on, patients (with the exemption of non-profit or government organizations and non-health care related companies). Financial relationships are those relationships in which the individual or his/her spouse or partner benefits by receiving a salary, royalty, intellectual property rights, consulting fee, honoraria, ownership interest (excluding diversified mutual funds), or other financial benefit; these are usually associated with roles such as employment, independent contractor (including contracted research), consulting, speaking and teaching, advisory/review panel or board membership, etc. A relevant financial relationship is one that creates a conflict of interest, in any amount, occurring in the 12 months before the individual assumes a role controlling CME content.

*** Select One:**



I do not have, and have not had, any relevant financial relationship with any commercial interests within the past 12 months, as pertaining to this presentation.

In compliance with the ACCME and ASCP expectation of CME that is independent from commercial influence or bias, I disclose my relevant financial relationships below.

*** Content Validation Expectations for CME Activities**

- All the recommendations involving clinical medicine in a CME activity must be based on evidence that is accepted within the profession of medicine as adequate justification for their indications and contraindications in the care of patients.
- All scientific research referred to, reported or used in CME in support or justification of a patient care recommendation must conform to the generally accepted standards of experimental design, data collection and analysis.

Please indicate your understanding of and willingness to comply with each statement below. If you have any questions regarding your ability to comply, please contact the ASCP project manager as soon as possible.

Agree Disagree



I have disclosed to the ASCP all relevant financial relationships, and I will disclose this information to learners verbally (for live activities) and in print.



The content of this CME activity and supplemental materials will promote quality or improvements in healthcare and not a specific proprietary business interest of a commercial interest. Content for this activity, including any presentation of therapeutic options, will be balanced, evidence-based and unbiased.

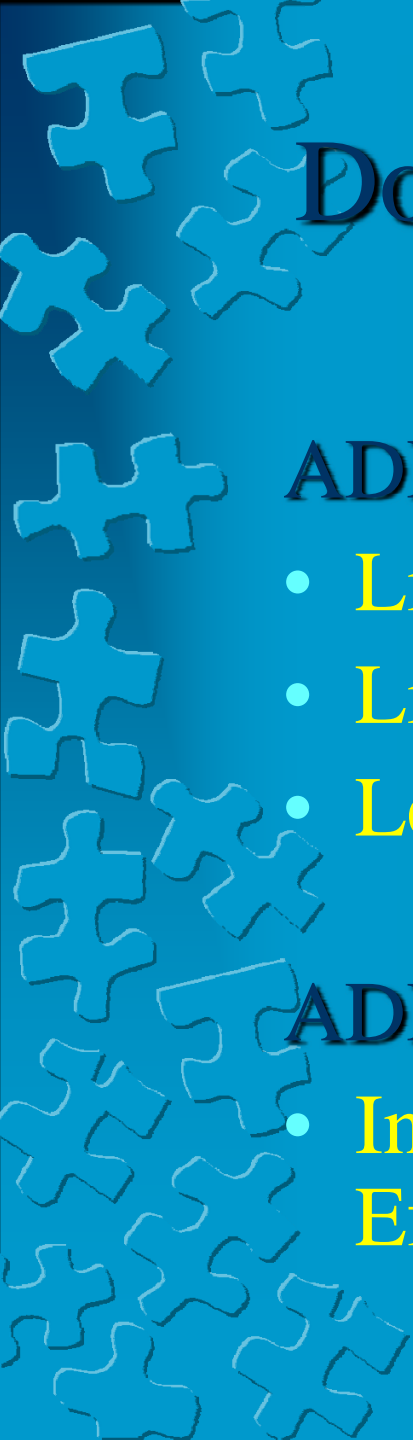
*** Signature:**

Joe McDermott

*** Date:**

10/8/2011

Submit Disclosure Information




Do you know your organisational Goals or Values?

ADHB Goals:

- Lift the health of people in Auckland City
- Live within our means
- Lead performance

ADHB Values:

- Integrity, Innovation, Respect, Effectiveness

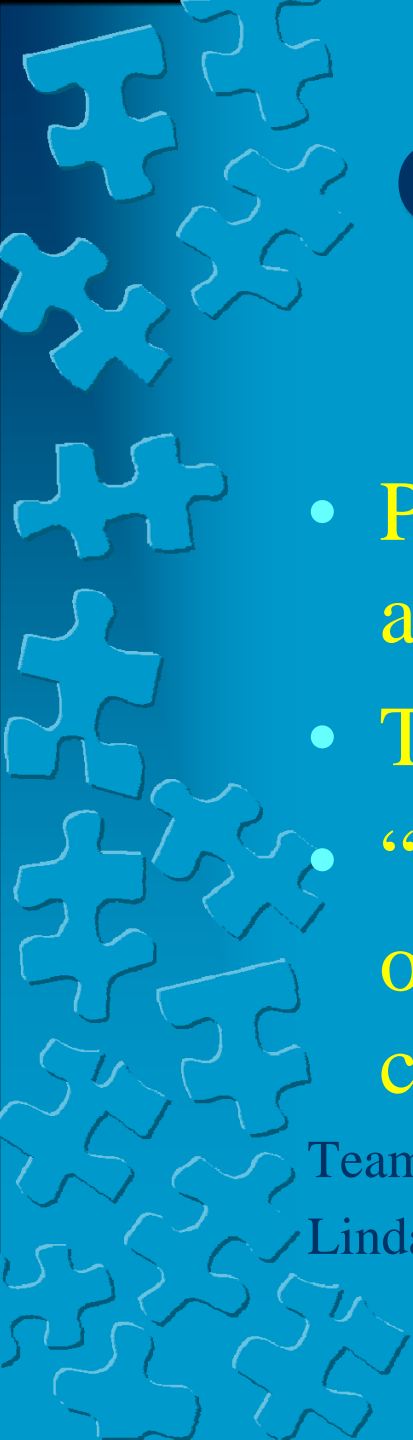


Can you give an example of a
successful Team?



How can we make a group of people a great Team?

- Members of the Team must have the skills and knowledge to complete their respective jobs
- All members must know the purpose of the Team
- The Team must listen to each other
- The Brief (**Communication**)
- Respect Attitude and Atmosphere are important
- Feedback and development of individual ideas to improve the product or service
- Motivation Motivation Motivation



Other ways we can reward our Teams

- Positive feedback (motivation) - This is almost as important as a financial reward
- This is not a one way process
- “Positive feedback is too important to stress overdoing it! An email, a public compliment or a phone call....Just do it!”

Team Building that gets results

Linda Eve Diamond and Harriet Diamond



Even more ways we can reward our Teams

- Flexibility

Can you give an example?

- Stable job

Is this important?

- Work atmosphere

Do you work in a stable, informal, respectful environment?

- Follow up and feedback

Does your supervisor let you know how you are doing?

How could we assess our Team's development?

- Measure performance - turn around times
- Increase in external revenue
- Staff retention
- Reduced conflict
- Employee satisfaction
- Reduced customer complaints
- Measure sick leave of the Team
- New developments from the Team

Where to from here?