



DEVELOPING A HIGH-PERFORMING ACT TEAM

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Building a Successful ACT Team



What Makes ACT Different?

ACT is not simply a collection of disciplines – it is an integrated team.

Services are built around a person's needs.

Shared responsibility for all client needs.

Flexibility

How success is measured

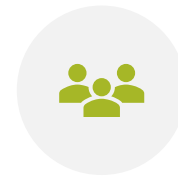
Building Blocks



Shared Mission and Clear Expectations



Strong Team Communication



Integrated Team



Person-Centered Engagement



Accountability & Follow-through



Data-Driven Team Management



A culture of learning, support, and continuous improvement.

Shared Mission & Clear Expectation

1. Everyone should be able to answer "Why does ACT exist, and what are we here to accomplish."
2. Create consistent expectations
3. Make the team's purpose bigger than the individual members of the team
4. Use the mission to resolve disagreements
5. Celebrate your team

Build a Team, Not a Collection of Caseloads



One voice, one sound – move as a unit.



Use daily/weekly communication to identify who needs additional attention



Pair staff strengths intentionally (Doubling)



Cross Train – allows staff to step into any applicable role

Communication is a Clinical Intervention

Daily communication & Weekly connections

Document the plan

Close the loop

Use team meetings to solve problems, not
simply report what happened

Engagement Comes Before Perfection

1. We cannot control or foresee all situations – how do we manage that?
2. ACT meets clients where they are at
3. Use persistence without being punitive
4. Ask: "What would make it easier for this person to work with us."

Flexibility

1. Support various week to week
2. Some situations require more from the team – that is okay!
3. Learn to prioritize client needs
4. Adjust your schedule as the needs of your clients change
5. Stay consistent, stay mindful of routines

Accountability without Blame

1. What does accountability mean in ACT?
2. Set clear expectations
3. Addressed missed responsibilities
4. Separate the person from the problem
5. Leaders model accountability – demonstrate the behaviors you wish to see from your staff

Leadership Sets the Tone

1. Protect the ACT model – keep your team focused on its purpose
2. Ensure the functionality of the team
3. Create clarity
4. Coach staff both in the office and in the field
5. Recognize strengths
6. Address dysfunction head on
7. Be consistent as a leader – stay visible, fair, and willing to step up to the plate when needed.

ACT Team Meeting – Make it Better

Start with being
patient focused

What's important
to be reviewed?

Identify when a
patient needs a
change/new
intervention

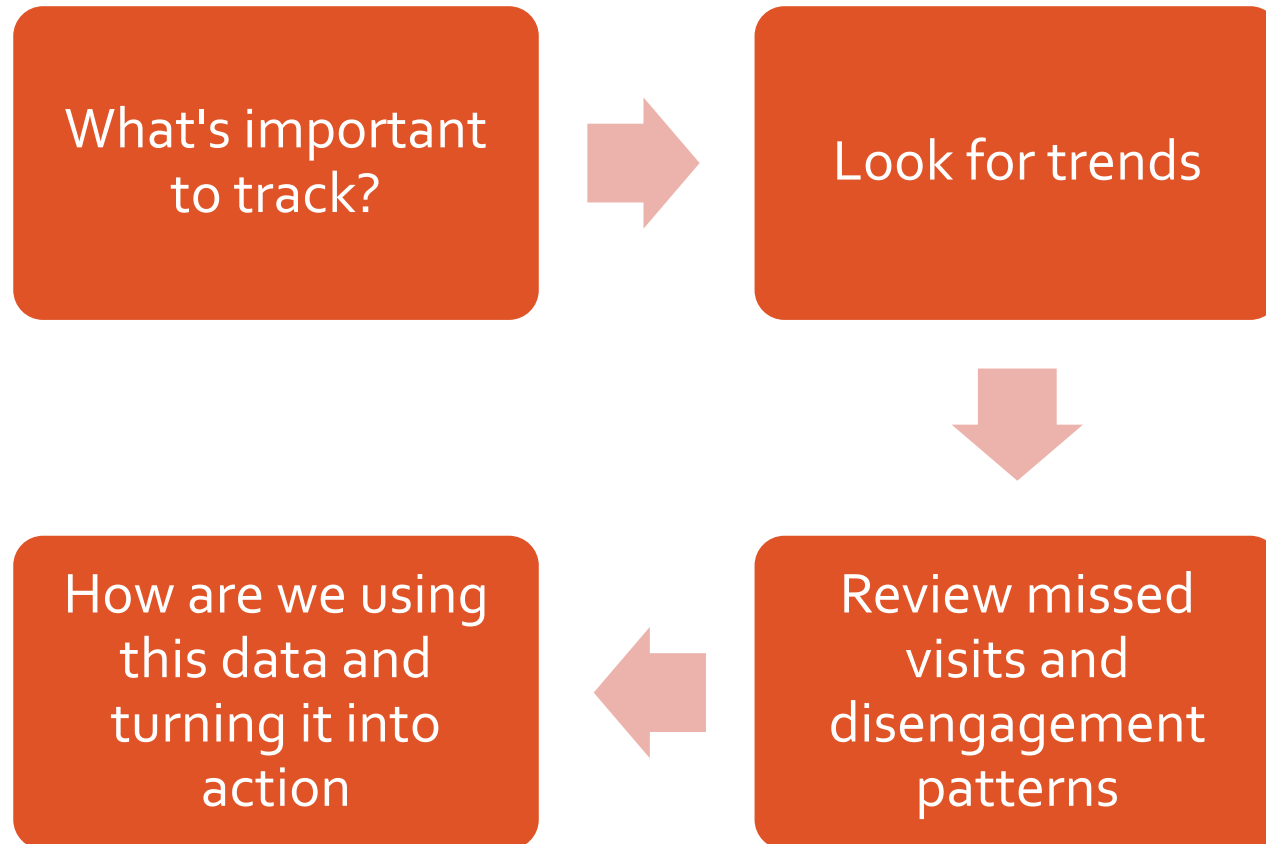
Assign clear next
steps and owners

End with: "What
are we doing
differently because
of this discussion?"

A Simple Daily Huddle



Measure What Matters



When a Team is Struggling: Look for These Signs

Staff operate in silos

"Those aren't my clients"

Problems are discussed repeatedly without ownership or resolution

Communication occurs after the fact

Staff avoid difficult conversations

Leadership spends all day putting out fires – not building systems

Inconsistent messaging to patients

Resetting a Struggling Team



Name the problem



Refocus the team
& clarify roles



Improve on what
isn't working



Address
interpersonal
conflict directly



Prioritize



Ensure appropriate
follow-up

Person-Centered Does Not Mean Person-Alone

1. Bringing everyone's expertise to the patient
2. Team approach to problem solving
3. Coordinate rather than duplicate services
4. Staying patient centered in all aspects of care
5. Ask "What does this person need from us today?"

LEADERSHIP: BOSS VS LEADER



A High-Functioning ACT Culture

1. Staff know what is expected
2. Trust within the team, a safe space to ask for help
3. Respect for one another's roles
4. Ability to discuss concerns
5. Acknowledging success
6. Problems are addressed



**THE
QUESTIONS I
WANT
EVERY ACT
TEAM TO
ASK**



Build the Team You Want to Work On

1. Be intentional
2. There is no perfect team
3. The goal is to create a team that forever grows, learns, and evolves

Discussion

What does your team need most right now?

