



The National Union of Healthcare Workers presents  
**PROMOTING TEAM INTELLIGENCE  
FOR BETTER PATIENT CARE**

*a free Continuing Education Course for NUHW members*

**Two (2) Credits/Contact Hours (CPTA .2 CEUs). Free for NUHW members.**

**ONLINE COURSE: To take this course, go to [nuhw.digitalchalk.com](http://nuhw.digitalchalk.com).**

You must be a union member with a valid email address on file to access online courses. Submit your email address to [www.nuhw.org/subscribe](http://www.nuhw.org/subscribe). You can request support by emailing [ceadministrator@nuhw.org](mailto:ceadministrator@nuhw.org) or calling (510) 834-2009 from 9am - 5pm on M-F.

**Target Audience:**

- Anesthesia Technologist, Certified
- Audiologist, Speech Pathologist, Licensed
- Certified Alcohol and Drug Counselor (CADC I or II)
- Certified Nursing Assistant
- EKG/ECG Technician/Technologist, Certified
- Licensed Vocational Nurse (LVN)
- LMFT, LCSW, LPCC, Licensed.
- Medical Assistant, Certified
- MRI Technologist, Certified
- Nuclear Medicine Technologist, Certified
- Occupational Therapist, Licensed
- Pharmacist, Licensed
- Physical Therapist, Licensed
- Psychiatric Technician, Licensed
- Psychologist
- Radiological Technologist, Certified
- Registered Dietitian Nutritionist (RDN) and NDTR.
- Registered Nurse, Licensed
- Registered Respiratory Therapist (RRT) or Certified Respiratory Therapist (CRT)
- Respiratory Care Practitioner (RCP), Licensed
- Phlebotomist or Clinical Lab Scientist



Suzanne Gordon  
[suzannegordon.com](http://suzannegordon.com)

**Course Content and Instructional Method:** The goal of this course is to advance conversations about teamwork and present the basics of team intelligence skills. In addition to lecture, health care workers demonstrate ineffective, more effective, and most effective methods of communication in a team caring for a patient. (Lecture, Role Play, Written Response)

**Instructor:**

Suzanne Gordon is an author and speaker with special expertise in healthcare systems, teamwork, patient safety, and nursing. Suzanne is the author or editor of many books including *Collaborative Caring: Stories and Reflections on Teamwork in Healthcare*. Suzanne is an Assistant Adjunct Professor at the UCSF School of Nursing and an Affiliated scholar with the University of Toronto Faculty of Medicine's Wilson Centre.

As a result of taking this course, participants will be able to (Course Objectives):

- List four key practices that create Team Intelligence, defined as the active capacity of individual members of a team to learn, teach, communicate, reason and think together, irrespective of position in any hierarchy, in the service of realizing shared goals.
- Describe three optimal methods of interacting and communicating with all members of the health team.
- Give three examples of the impact on patients/clients of practicing optimal communication.
- Reiterate the skills above to co-workers to educate them in Team Intelligence.

Course Schedule:

- I. Case Study: Bedside Manners Play (45 minutes)
  - A. Factors shaping health care team relationships
  - B. Demonstrate Practice Gap in Communication
  - C. Demonstrate Practice Gap in Collaboration
  - D. Demonstrate Practice Gap in Patient Outcomes
  - E. Demonstrate Practice Gap in Continuing Improvement
  - F. Barriers to Teamwork
- II. Team Intelligence (15 minutes)
  - A. Why do conflicts arise?
  - B. Team Intelligence Defined
  - C. Pre-Conditions – Psychological Safety
- III. Collaborative Communication (CC) (15 minutes)
  - A. Defined
  - B. Pre-Conditions – Psychological Safety
  - C. Communication involves
  - D. Collaborative Communication Skills
- IV. Scenario 1 Role Play to Demonstrate TI and CC Skills (15 minutes)
- V. Scenario 2 Role Play to Demonstrate Skills (15 minutes)
- VI. Scenario 3 Role Play to Demonstrate Skills (15 minutes)

Certificates of Completion will be awarded immediately after the class is completed. This live activity has no commercial support. The instructors and the program have no conflicts of interest.

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Approvals: Provider approved by CCAPP-EI, Provider Number TBD for 2 CEH'S. NUHW is approved by the California Psychological Association to provide continuing professional education for psychologists. NUHW maintains responsibility for this program and its content. Provider approved by CAMFT, Approval Number 143091. Course meets the qualifications for 2 hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences. NUHW is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs, and/or LEPs. NUHW maintains responsibility for this program/course and its content. Provider approved by the California Board of Registered Nursing, Provider Number 16983, for 2 contact hours. Provider approved by Department of Public Health to provide continuing education for CNAs. Course meets the qualifications for 2 hours of continuing professional development credit for Speech-Language Pathologists and Audiologists as required by the California Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board (Provider Number PDP 403.) Approved by the ASRT for Category A continuing education credit. CPTA Basic Level of Instruction.

Refund Policy: Continuing education activities are provided free of charge to NUHW members. Notice of cancellation is appreciated but not required. For those who do pay for the course, the following refund/cancellation policy applies. For live activities, registered participants who cancel more than 14 days in advance of the event will receive a full refund in 3-5 business days. No other refunds will be given. Requests for refunds must be made via email to [ceadministrator@nuhw.org](mailto:ceadministrator@nuhw.org). For online courses, no refunds will be given. Online courses must be completed within one year of the original purchase date. After one year, access to the course may be removed and no refund will be given. If NUHW cancels an activity, registrants will be contacted by email and a full refund of any fees paid will be offered.

ADA Statement: Facilities and programs are accessible to persons with disabilities. If you have a special need and plan to attend the workshop, please contact Suzanne Wilson at [ceadministrator@nuhw.org](mailto:ceadministrator@nuhw.org) with as much advance notice as is possible.

Grievance Policy: Any complaints can be addressed to [ceadministrator@nuhw.org](mailto:ceadministrator@nuhw.org). The Continuing Education Program grievance policies and procedures will be made available upon request.