



HUMAN SCAFFOLD

Building human connections for exceptional results

HAPPY VALLEY FAMILY HEALTH TEAM:

half-day team retreat

November 14, 2025

Key Objectives

1. Build upon a team culture of “respectful candor” and “critical friends”;
2. Develop an external self-awareness of how others perceive you and how you believe that you are perceived;
3. Explore the above interactively using relevant scenarios and reflect on various perspectives in the group.

AGENDA

TIMEFRAME	DESCRIPTION
1-105pm	Intro kick-off
105-130pm	"one honest goal"
130-215pm	REPN Concept Review
215-230pm	BREAK
230-245pm	Fun Activity
245-345pm	CBCF Discussions (45 mins total) Collaboration <ul style="list-style-type: none">- Outline what good collaboration looks like between staff members. Boundaries <ul style="list-style-type: none">- Frame the boundaries in staff member relationships. Communication <ul style="list-style-type: none">- Describe what ideal, open communication looks like between staff. Feedback <ul style="list-style-type: none">- Articulate best practises for giving and receiving feedback.
345-355pm	Final Reflections
355-4pm	Wrap Up



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COMMUNICATION COMMITTMENT

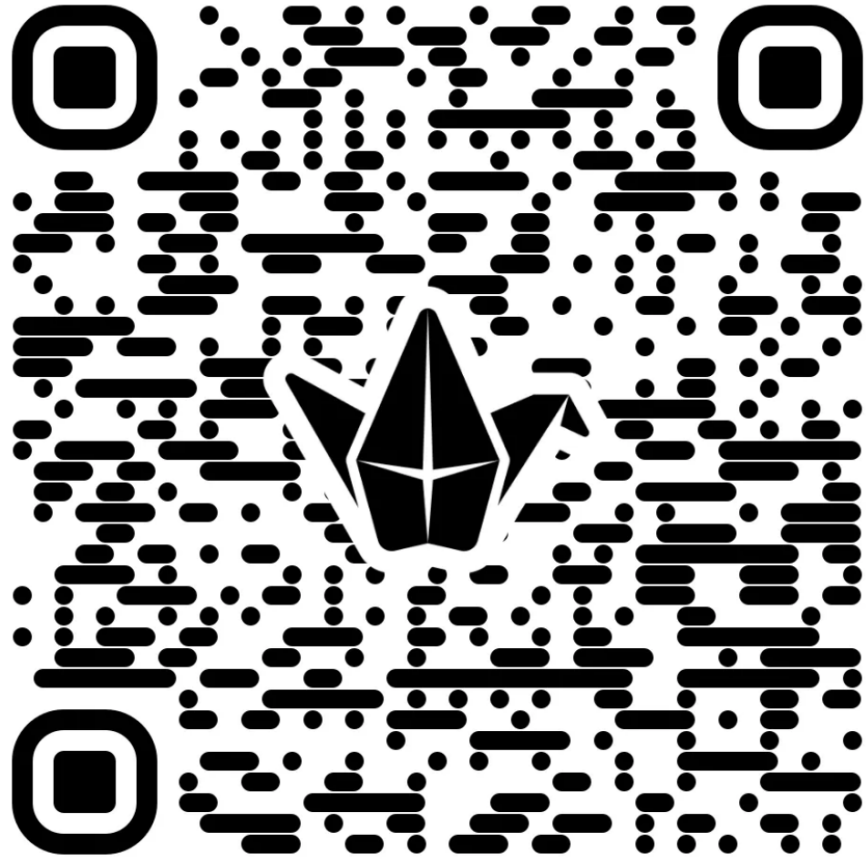


What is a **CRITICAL FRIEND**?

"Critical friends" are trusted individuals who provide constructive feedback in a supportive, honest way.

This concept encourages accountability and growth.

Today, you are a **LEARNER** and a **SUPPORTER**.



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MEETING VIA THE QR CODE
ABOVE

ACTIVITY

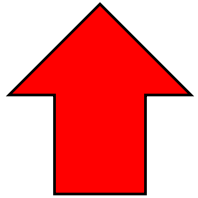
Commit to one aspect
of honest
communication that you
will practice today to
help you both learn
about yourself and
support one another.



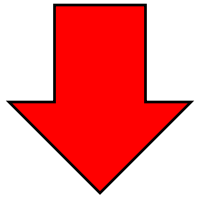
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REPN Concept Review

*"Let's talk about
this"
(direct)*

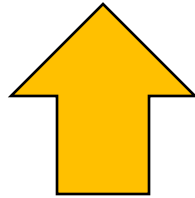


RISK

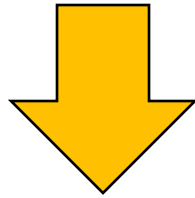


*"Yeah,
everything's fine."
(non-
confrontational)*

*"Let's meet for
coffee to discuss."
(communicative)*

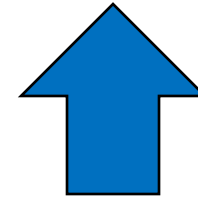


EXTROVERSION

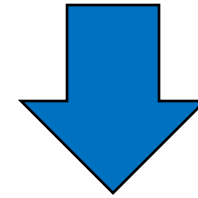


*"I need to
research and
analyze this a bit
more."
(analytical)*

*"I like to deal with
one task at a
time."
(listens, calm)*



PATIENCE

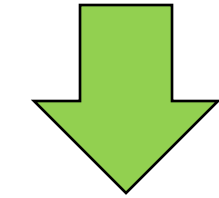


*"Let's try some
new things!"
(restless, dynamic)*

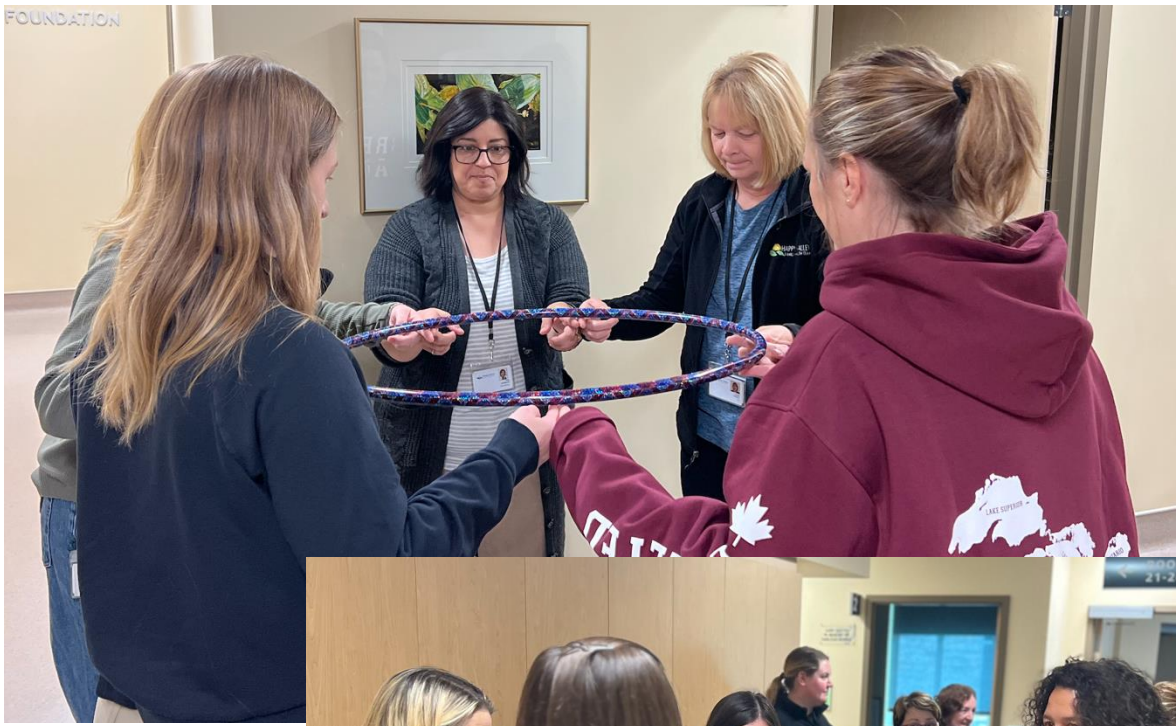
*"How will this meet
my high standards?"
(meticulous, precise)*



NORMS



*"Let's try something
different."
(unconventional,
fearless)*





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CBCF FRAMEWORK

COLLABORATION

Outline what good collaboration looks like between staff members

BOUNDARIES

Frame the boundaries in staff member relationships.

COMMUNICATION

Describe what ideal, open communication looks like between staff.

FEEDBACK

Articulate best practises for giving and receiving feedback.

HAPPY VALLEY FHT: TEAM CBCF FRAMEWORK RESULTS

COLLABORATION

1. Patient-centred teamwork over job titles

Put patient care first, don't worry about whose "job" it is.

2. Honest, respectful communication

Share ideas openly & resolve disagreements respectfully.

3. Trust and reliability

Keeps things moving when others are away so no one falls behind.

4. Positivity and a growth mindset

Bring positivity, support and a growth mindset.

5. A balanced, give-and-take culture

Help one another, receive help openly.

BOUNDARIES

1. Respect for confidentiality

Protect patient and staff privacy and avoid gossip.

2. Respect for time and space

Don't interrupt breaks, lunches, or end-of-day with new tasks.

3. Honouring scope of practice

Avoid asking others to do work outside their defined role.

4. Healthy work/life boundaries

Keep "work at work", keep personal issues out of work time.

5 Recognizing individual boundaries

Each person's limits may differ, and they should be respected.

COMMUNICATION

1. Safe and respectful dialogue

Feel safe to speak up without judgement or public criticism.

2. Active listening and clarity

Listen to understand, think before responding, speak directly.

3. Transparent and consistent messaging

Communicate changes to everyone, not a select few.

4. Professional and appropriate delivery

Be assertive (not aggressive), avoid gossip, and be mindful of tone.

5. Two-way communication and follow-through

Be open to receiving feedback and share professional boundaries.

FEEDBACK

1. Respectful, in-person delivery

Give feedback in a safe space, with notice, & deliver it respectfully.

2. Balanced and specific approach

Use clear examples, balance positives with areas for improvement.

3. Curiosity over judgement

Ask questions, avoid assumptions & blame.

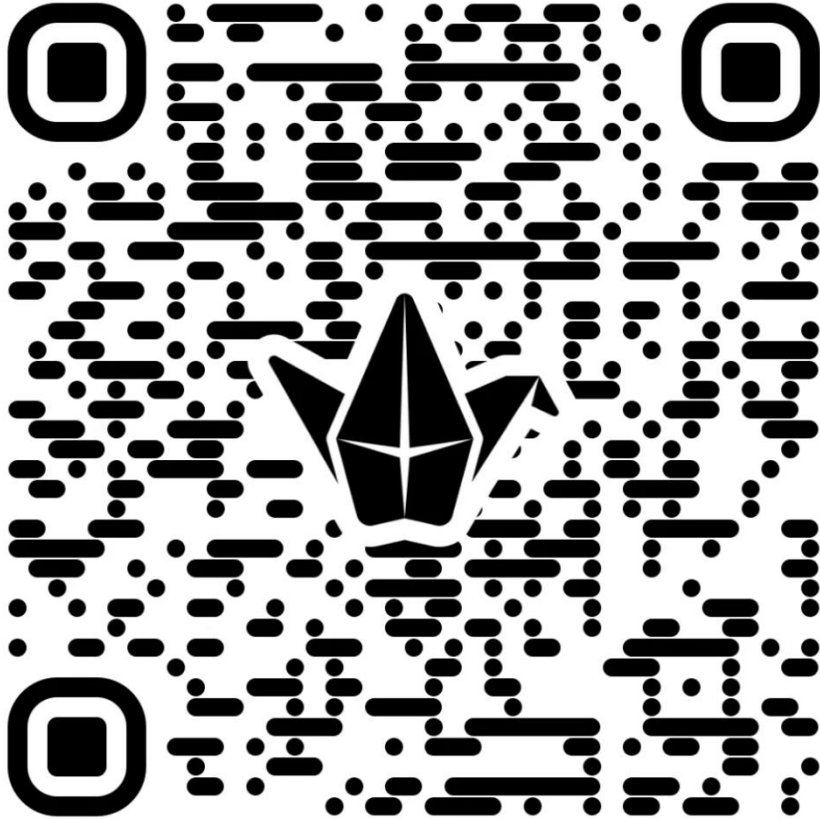
4. Openness to receiving feedback

Avoid defensiveness, stay respectful, revisit issues until resolved.

5. Tone awareness and clarity

Be mindful of tone in typed messages.

CBCF: *top 3-5 priorities per quadrant*



**SEE FULL NOTES FROM THE
MEETING VIA THE QR CODE
ABOVE**

Collaboration

→ Outline what good collaboration looks like between staff members.

Group: Carin, Megan, Kim, Cindy

Boundaries

→ Frame the boundaries in staff member relationships.

Group: Pam, Sue Lindsay, Karen S, Yvonne

Communication

→ Describe what ideal, open communication looks like between staff.

Group: Lisa, Claire, Amanda, Amy

Feedback

→ Articulate best practices for giving and receiving feedback.

Group: Karen C., Ashley, Teresa, Nicole



JOHN & PA

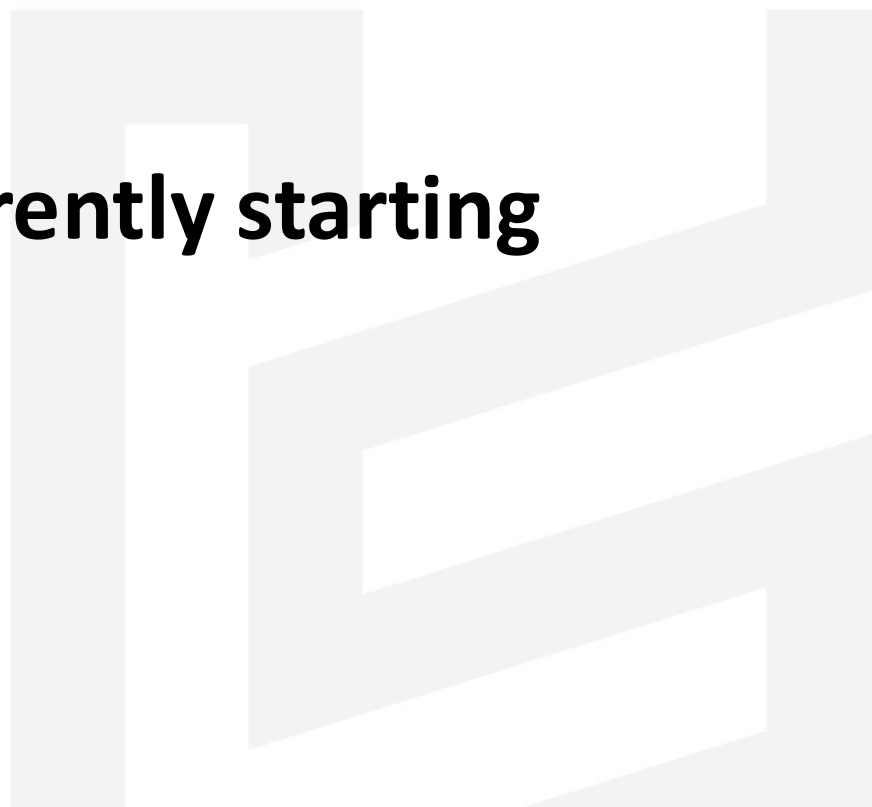




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FINAL REFLECTION

FINAL REFLECTION: *what's next?*

- 1. What is one thing that captured your attention today?**
 - 2. What is one thing you will do differently starting tomorrow?**
- 
- An abstract geometric graphic in the bottom right corner, consisting of several overlapping, light gray rectangular shapes that form a larger, irregular, stepped pattern.



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