HUMAN SCAFFOLD

Building human connections for exceptional results

LEEDS-GRENVILLE FHT TEAM SYNERGY:

team & leadership retreat

February 10, 2026

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
9-905am	**Intro kick-off**
905-930am	**"one honest goal"**
930-1015am	**REPN Concept Review**
1015-1030am	**BREAK**
1030-1045am	**Fun Activity**
1045-1145am	**CBCF Discussions** **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.
1145-1155am	**Final Reflections**
1155-12pm	**Wrap Up**
12-1pm	**LUNCH**
1-4pm	Staff filming with Frank

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COMMUNICATION COMMITTMENT

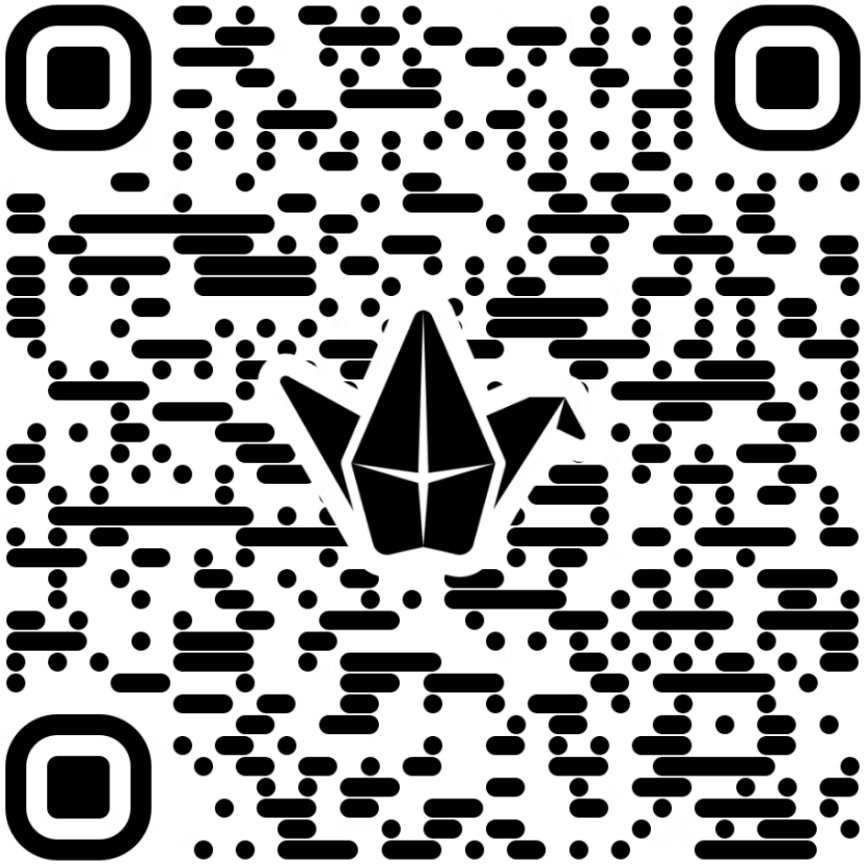
What is a CRITICAL FRIEND?

”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.**

ACTIVITY



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

GROUP DISCUSSION

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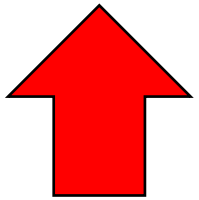
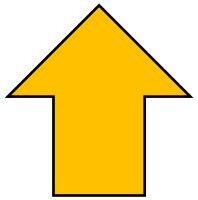
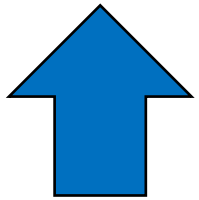
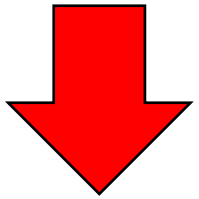
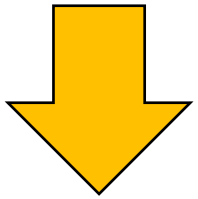
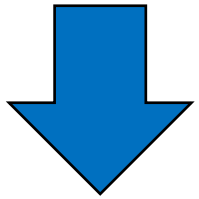
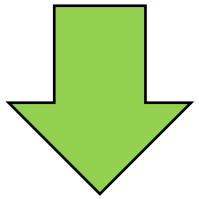
REPN Concept Review

RISK	EXTROVERSION	PATIENCE	NORMS
"Let's talk about this" (direct)	*"Let's meet for coffee to discuss." (communicative)*	*"I like to deal with one task at a time." (listens, calm)*	*"How will this meet my high standards?" (meticulous, precise)*
			
			
"Yeah, everything's fine." (non-confrontational)	*"I need to research and analyze this a bit more." (analytical)*	*"Let's try some new things!" (restless, dynamic)*	*"Let's try something different." (unconventional, fearless)*

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BREAK

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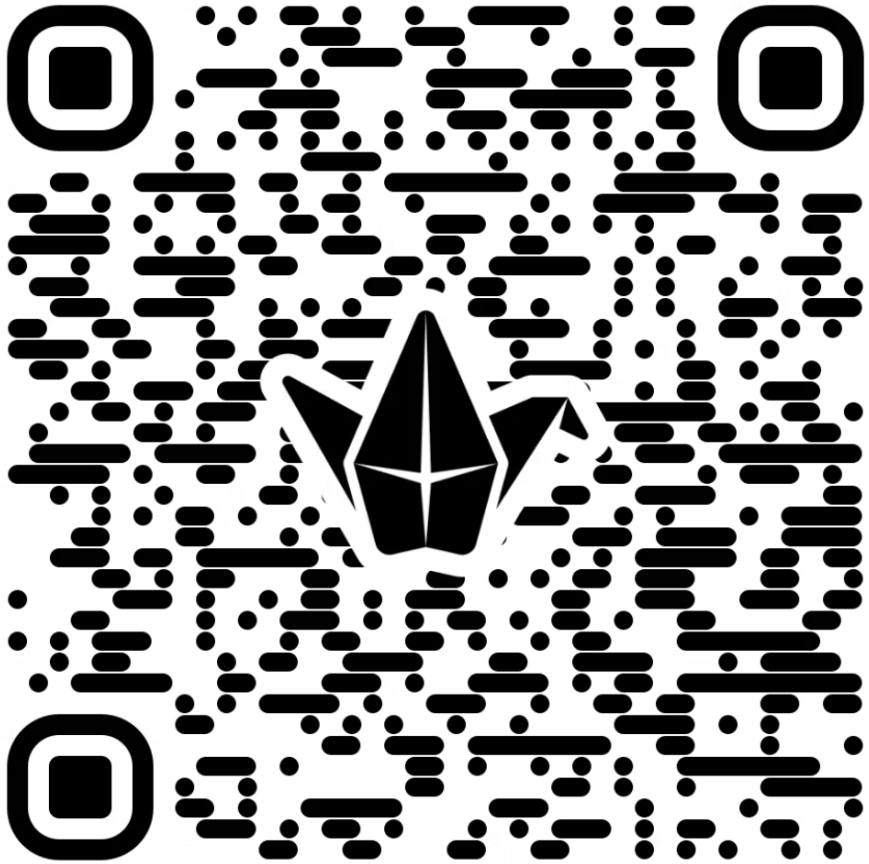
CBCF FRAMEWORK

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.

CBCF: *top 3-5 priorities per quadrant*



Collaboration

→ Outline what good collaboration looks like between staff members.

Group: Namrah, Anne, Kara, Sara, James, Jane, Morgan, Tracy, Angela.

Boundaries

→ Frame the boundaries in staff member relationships.

Group: Nancy, Clare, Khushpreet, Matt, Joe, Kaliegh, Julie, Gerry.

Communication

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

Group: Teresa, Pam, Cindy, Andrew, Deb, Sonia, Tiffany, Bridget.

Feedback

→ Articulate best practices for giving and receiving feedback.

Group: Jenette, Tammy, Samantha, Atif, Chris, Corrine, Krista, Alex.

GROUP DISCUSSION: *CBCF framework*

1. How will the CBCF framework help you moving forward…
   a. In your role?
   b. Working with others?
   c. Observing other relationships in the clinic?

2. Would you consider committing to completing a CBCF framework with a colleague you work closely with?

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SCENARIOS

Applying...

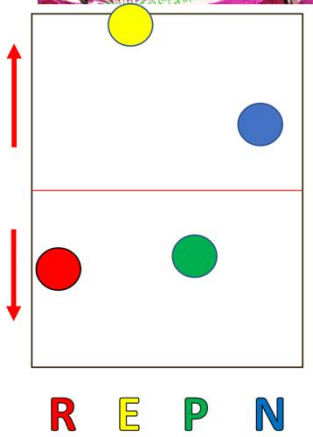
...REPN

...CBCF

Clinical Personas & Roles – At a Glance

	Name	Role	Traits	Strengths	Watch-out
	Bob *The Office Lifer*	**Provider**	Analytical, Logical, Skeptical, Introverted	High standards, Loyal, Quality-focused	May resist change and slow down new ideas without solid data
	Lucy *The Office Newbie*	**Clinic Manager**	Confident, Risk-taker, Fast-moving, Creative	Energetic, Innovative, Goal-driven	Can create anxiety by moving too fast & may seem overly positive
	Nora *The Office Diplomat*	**Nurse**	Empathetic, Cautious, Patient, Peacekeeper	Calming, Great listener, Trust-builder	May delay decisions and avoid addressing conflict
	Percy *The Office Fun Guy*	**Medical Office Assistant**	Friendly, Outgoing, Verbal, Sensitive	Welcoming, Builds rapport fast	May overlook details or not fully listen during busy moments

Scenario #1: reflection



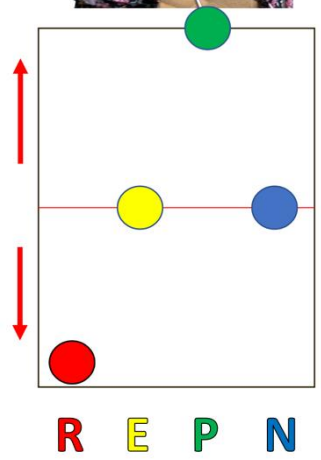
The waiting room at the family health clinic is buzzing. Phones are ringing, patients are checking in, and the schedule is tight. Percy, the receptionist, is doing his best to keep the flow moving, chatting warmly with patients and fielding multiple calls at once.

Meanwhile Nora, one of the nurses, is still with a patient well past the allotted appointment time. This isn't the first time today. She's kind, thorough, and patients love her, but the delays are starting to cause backups for other nurses and physicians… and Percy is on the front lines and feels the pressure.

Percy has shared his concerns with Bob, the office manager, but he isn't great with confrontation and essentially sent Percy the message to "just deal with it.

Percy really likes Nora as she is kind and great with patients. How does he say something without sounding harsh or ungrateful?

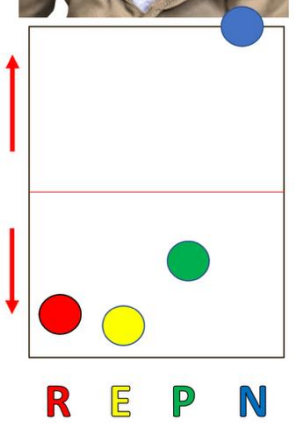
Percy ends up saying nothing. But the tension lingers.



1. What are your initial thoughts on this situation?

2. If Percy & Nora were to sit down and complete a CBCF framework together, what might it look like?

Scenario #2: reflection



Lucy, the new Clinic Manager, has launched a new system to improve how the clinic runs. Most of the team — nurses, reception, and other staff — have worked hard to follow it.

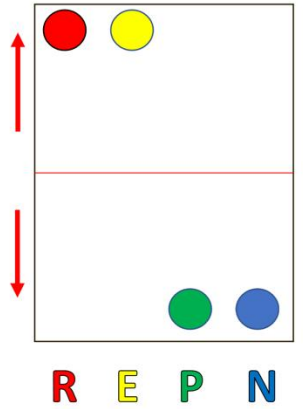
Bob, a senior Physician, told Lucy that the doctors are on board too.

But… behind the scenes, staff like Nora (nurse) and Percy (receptionist) are noticing that Bob isn't actually following the new process. He's skipping steps and doing things the old way.

Lucy doesn't know this. She trusts Bob and thinks everyone is following the plan.

Now the staff feel stuck.

They don't want to "tattle," but it's frustrating — they're doing their part, and the doctors aren't.
Nora avoids conflict. Percy wants to keep things positive. No one knows how to bring it up without making it awkward.



1. How can clinic staff raise concerns about misalignment without feeling like they're throwing someone under the bus?

2. What systems or practices could help Lucy — or any leader — see what's happening on the ground?

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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?**

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