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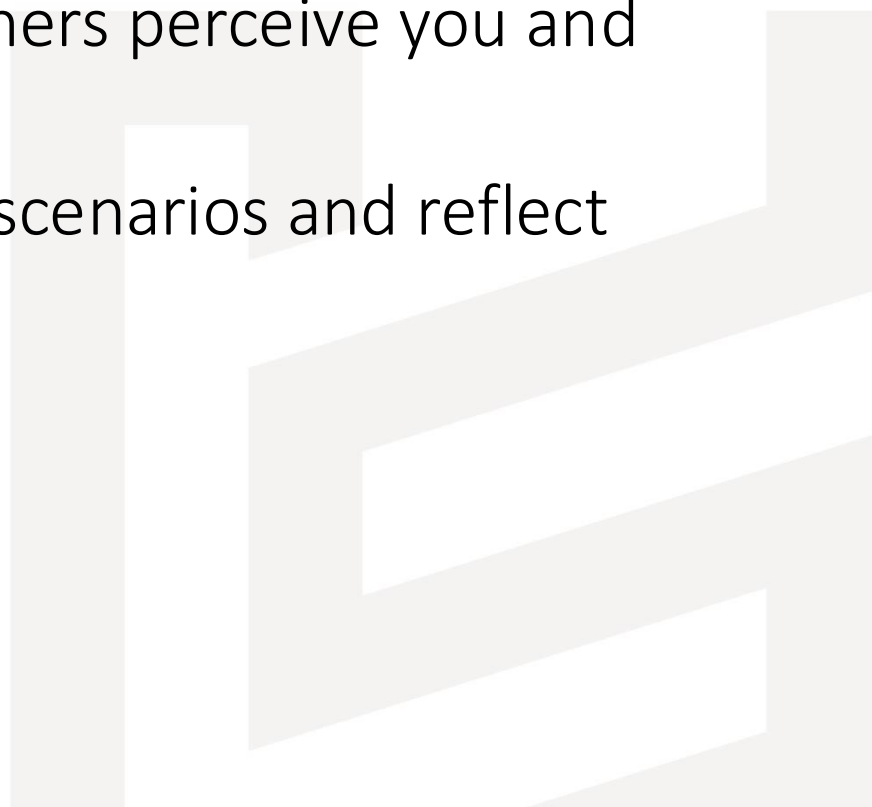
Building human connections for exceptional results

# ARNPRIOR & DISTRICT FHT

*Team Synergy half-day team retreat*

April 20, 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.
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- A decorative graphic in the bottom right corner of the slide, consisting of several overlapping, semi-transparent geometric shapes in shades of gray and white, creating a modern, abstract design.

# AGENDA

TIMEFRAME	DESCRIPTION
1-105pm	<b>Intro kick-off</b>
105-130pm	<b>"one honest goal"</b>
130-215pm	<b>REPN Concept Review</b>
215-230pm	<b>BREAK</b>
230-245pm	<b>Fun Activity</b>
245-345pm	<b>CBCF Discussions (45 mins total)</b> <b>Collaboration</b> - Outline what good collaboration looks like between staff members. <b>Boundaries</b> - Frame the boundaries in staff member relationships. <b>Communication</b> - Describe what ideal, open communication looks like between staff. <b>Feedback</b> - Articulate best practises for giving and receiving feedback.
345-355pm	<b>Final Reflections</b>
355-4pm	<b>Wrap Up</b>



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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

Link to padlet:

<https://padlet.com/humanscaffold/arnprior-district-fht-communication-commitment-9vhx460ltqihu5rj>

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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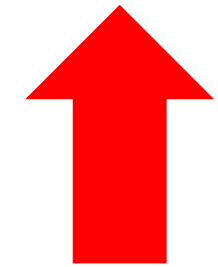
# REPN Concept Review



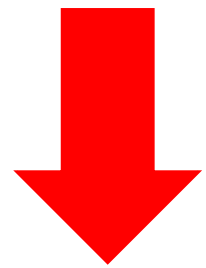
People perceive situations of the environment as favourable or unfavourable

Individual's reaction to stimulus will tend to be **PROACTIVE** (approach stimuli) or **REACTIVE** (avoid stimuli).

*"I have a problem with what you said, let's talk about it."*  
(direct, competitive)

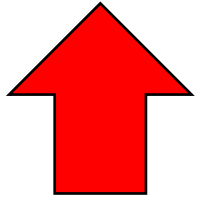


**RISK**

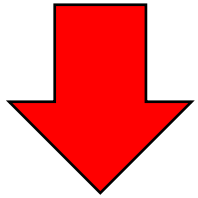


*"Yeah, everything's fine(... not)"*  
(non-confrontational)

*“Let’s talk about this”  
(direct)*

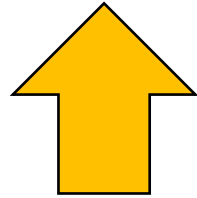


**RISK**

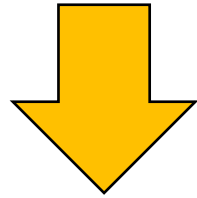


*“Yeah, everything’s fine.”  
(non-confrontational)*

*“Let’s meet for coffee to discuss.”  
(communicative)*

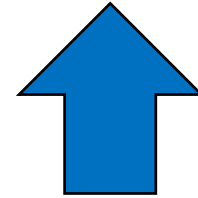


**EXTROVERSION**

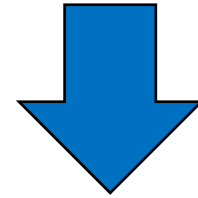


*“I need to research and analyze this a bit more.”  
(analytical)*

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

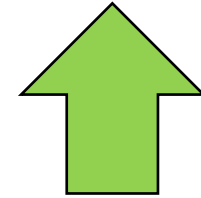


**PATIENCE**



*“Let’s try some new things!”  
(restless, dynamic)*

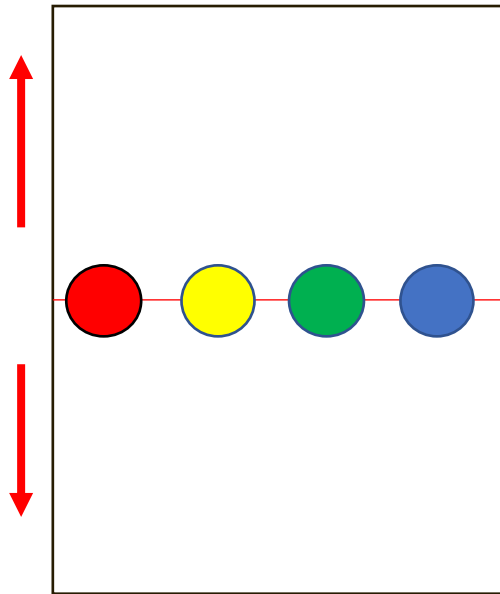
*“How will this meet my high standards?”  
(meticulous, precise)*



**NORMS**



*“Let’s try something different.”  
(unconventional, fearless)*



R E P N

## Bob → Provider

**Risk:**

*Uncomfortable with direct conversations and giving feedback*

**Extroversion:**

*Is analytical, serious, introverted*

**Patience:**

*Logical, loves a routine*

**Norms:**

*Needs rules to follow, relies on data, fears loss of accuracy & quality*



# Lucy → Clinic Manager

## ● Risk:

*Is comfortable taking risks, wants the freedom to set and achieve goals*

## ● Extroversion:

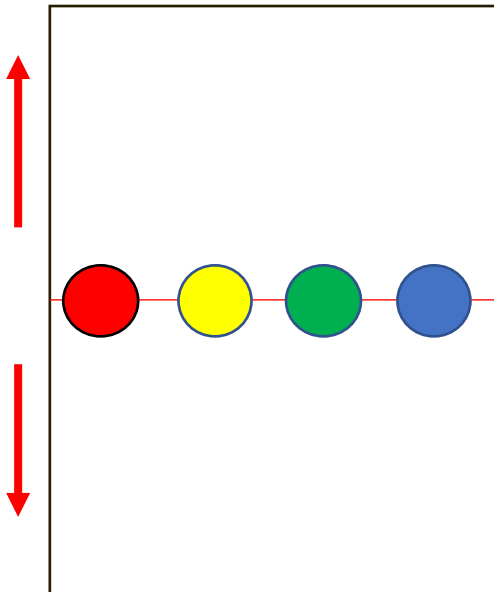
*Is extroverted, confident, and influential*

## ● Patience:

*Is impatient and likes to multi-task, may act impulsively*

## ● Norms:

*Likes to think outside the box, may create anxiety by moving too fast*



**R E P N**



# Percy → Receptionist

**Risk:**

*Is generally accommodating*

**Extroversion:**

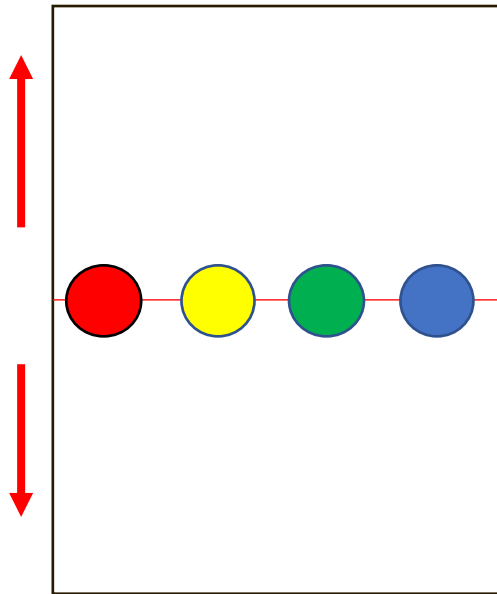
*Is friendly, helpful, generous, and makes a positive first impression*

**Patience:**

*Shows a warm interest in others, but doesn't seem to listen fully*

**Norms:**

???



**R E P N**



# Nora → Nurse

## ● Risk:

*Is cautious when making decisions, does not like face-to-face confrontation*

## ● Extroversion:

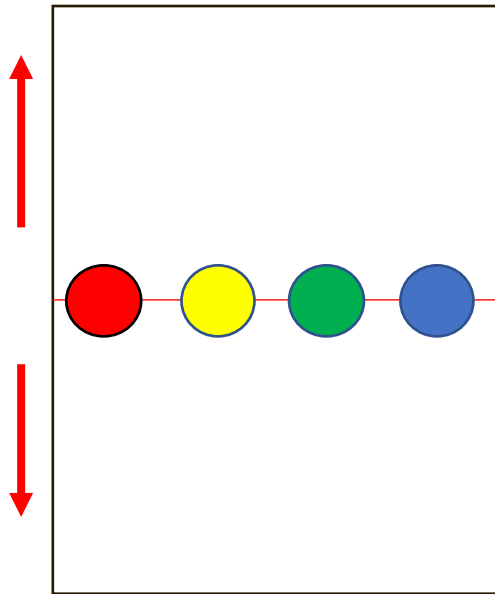
*Relates to people easily*

## ● Patience:

*Is empathetic, patient & a good listener, diplomatic, needs stability, fears change, likes to discuss processes step-by-step*

## ● Norms:

*Needs systems*



R E P N



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**BREAK**





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# CBCF FRAMEWORK

# ARNPRIOR & DISTRICT FAMILY HEALTH TEAM

## Vision:

- Trusted partners in healthcare excellence.

## Mission:

- To provide collaborative patient-centered care throughout all stages of life.

## Values:

- Professionalism: We are committed to excellence.
- Community: We work together with our partners to serve our region. We value each member of our community.
- Teamwork: We work together to improve patient outcomes.
- Flexibility: We embrace and respond a change of creatively.
- Compassion: We care about each other and the communities we serve.



Arnprior & District  
Family Health Team

## **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*

**Link to padlet:**

<https://padlet.com/humanscaffold/cbcf-framework-arnprior-district-family-health-team-qfxkbhq06bz8b9o4>

## **Collaboration**

→ Outline what good collaboration looks like between staff members.

Group:

## **Boundaries**

→ Frame the boundaries in staff member relationships.

Group:

## **Communication**

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

Group:

## **Feedback**

→ Articulate best practices for giving and receiving feedback.

Group:

# **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

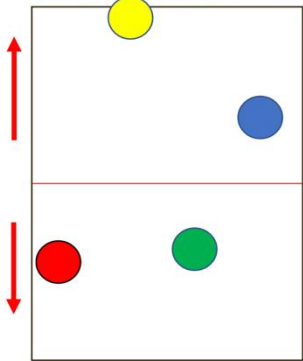
...CBCF



# Clinical Personas & Roles – At a Glance

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

# Scenario #1: reflection



R E P N

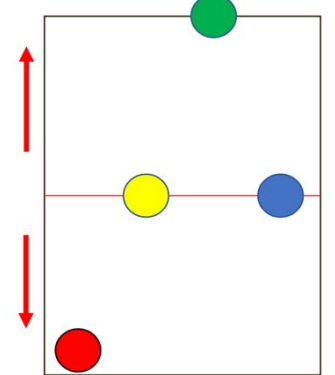
The waiting room at the family health clinic is buzzing. Phones are ringing, patients are checking in, and the schedule is tight. Percy, the receptionist, is doing his best to keep the flow moving, chatting warmly with patients and fielding multiple calls at once.

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?

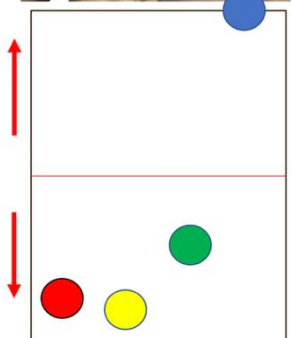
Percy ends up saying nothing. But the tension lingers.



R E P N

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



R E P N

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.

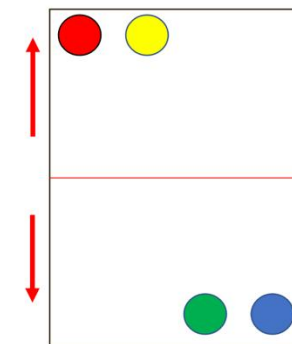
But... behind the scenes, staff like Nora (nurse) and Percy (receptionist) are noticing that Bob isn't actually following the new process. He's skipping steps and doing things the old way.

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.

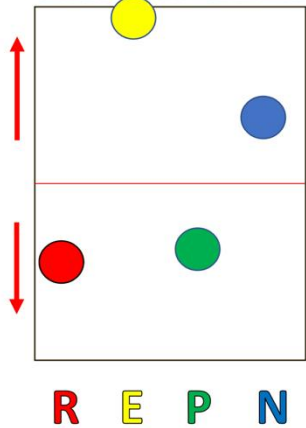
Nora avoids conflict. Percy wants to keep things positive. No one knows how to bring it up without making it awkward.



R E P N

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?

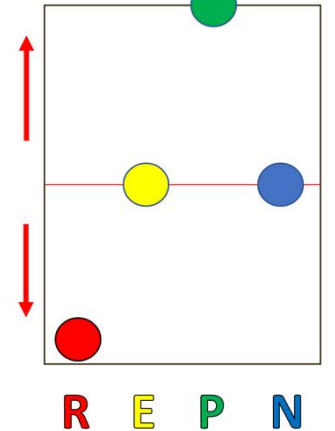
## Scenario #3: reflection



The clinic is expanding. Renovations are underway. New physicians may be joining in the coming months. Offices are shifting. Roles are stretching.

Percy (reception) is often the first person patients see. Lately, he feels tension in the air. When schedules change or Providers run behind, he absorbs the frustration from patients... and sometimes from staff. He wonders whether others understand the pressure at the front desk.

Nora (nurse) feels the pace increasing. With potential new physicians coming, she worries about workload and whether systems will hold. She values predictability and feels unsettled by constant adjustments. Physical space is reduced for everyone.



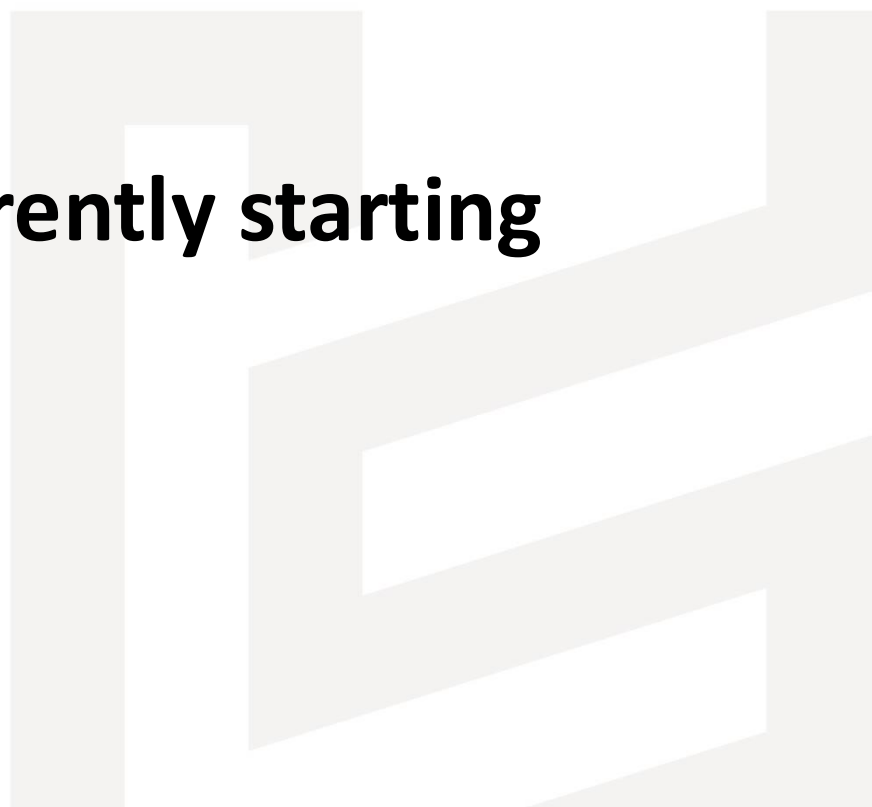
1. What can management and the team do to manage the transition?
2. How can CBCF help them?



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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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Building human connections for exceptional results