



**CLINICAL QUALITY  
FELLOWSHIP PROGRAM**



**May 18, 2023**

***Leadership Essentials for Quality and Safety Leaders***

***Objectives:***

At the end of the session, participants will:

- Describe key concepts for conflict management
- List the Lencioni's Five Dysfunctions of a Team to diagnose team performance and understand Tuckman's model of team formation
- Discuss how to gain influence as a leader

Pre-work: complete the TKI Instrument (electronic tool provided in advance of session)

**Readings/Resources**

Rooke, D., & Torbert, W. R. (2005). *Seven transformations of leadership*. Boston, MA.

Garmel, G. M. (2008). Conflict resolution in emergency medicine. In *Emergency Medicine* (pp. 2171-2185). Saunders, Philadelphia, PA.

Lencioni, P. (2012). *The five dysfunctions of a team*. Pfeiffer, a Wiley Imprint, San Francisco.

[https://www.ted.com/talks/patrick\\_lencioni\\_are\\_you\\_an\\_ideal\\_team\\_player](https://www.ted.com/talks/patrick_lencioni_are_you_an_ideal_team_player)

<https://www.youtube.com/watch?v=O4eObpGH3I0>