



Where Psychology Meets Real Change

Your Transient Team Cohesion Snapshot

"Team members have to be focused on the collective good of the team. Too often, they focus their attention on the department, their budget, their career aspirations, their egos"

Patrick Lencioni



A quick self-assessment to uncover what's strengthening or silently weakening your team performance.

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Mind Strong Hub

Why Team Cohesion Matters in Transient NHS Teams

In the NHS, teams often form and reform daily — different faces, same shared mission. These transient teams must deliver safe, compassionate care under pressure, often without the luxury of stable relationships. That's why team cohesion isn't a nice-to-have — it's a clinical necessity.

Patrick Lencioni's Five Dysfunctions of a Team model (2002) helps us understand what enables (or blocks) high performance, especially when time together is limited. His model shows that teams thrive when they build trust, engage in healthy conflict, commit to shared goals, hold each other accountable, and stay focused on collective results. In transient NHS teams, these dynamics play out at speed and under stress:

Trust must be built quickly, often through calm tone, psychological safety, and reliability rather than history.

Healthy conflict means surfacing concerns about patient safety early, not avoiding difficult conversations.

Commitment requires clarity. Clear plans, clear roles, clear handovers.

Accountability is shared. Everyone owns safety, not just the senior voice on shift.

Results mean focusing on the patient, not personal preference or hierarchy.



Lencioni's Five Dysfunctions of a Team

When any one of these five elements falters, communication breaks down, duplication rises, and morale dips, particularly across shift handovers. But when they are strong, the impact is powerful: research from the King's Fund (West, 2021) shows that **cohesive NHS teams are 25% more effective and have higher staff engagement, lower burnout, and better patient outcomes.**

Ultimately, cohesion in transient teams is about creating connection without continuity, building the trust, communication, and shared purpose that reset the team for success, shift after shift.

The Snapshot

“Remember, teamwork begins by building trust. And the only way to do that is to overcome our need for invulnerability”

Patrick Lencioni

Rate each statement with your team in mind, from 1 (rarely true) to 5 (always true). Be honest and reflective.

Dimension	Statements	Score (1–5)
Trust	Team members admit mistakes or ask for help without fear. They share learning openly and widely.	☐ ☐ ☐ ☐ ☐
	People feel comfortable showing vulnerability and listen deeply when others do.	☐ ☐ ☐ ☐ ☐
	New team members are welcomed quickly and confidently.	☐ ☐ ☐ ☐ ☐
Conflict	Differences of opinion are explored respectfully.	☐ ☐ ☐ ☐ ☐
	Team members can challenge decisions constructively.	☐ ☐ ☐ ☐ ☐
	There's space for all voices, not just the loudest or most senior.	☐ ☐ ☐ ☐ ☐
Commitment	There's clarity about the plan and priorities for the shift.	☐ ☐ ☐ ☐ ☐
	Everyone understands their role and the why behind key decisions.	☐ ☐ ☐ ☐ ☐
	Handovers and communication feel structured and purposeful.	☐ ☐ ☐ ☐ ☐
Accountability	Team members hold each other to high standards.	☐ ☐ ☐ ☐ ☐
	Feedback is offered and received without blame.	☐ ☐ ☐ ☐ ☐
	We check in on progress, not just outcomes.	☐ ☐ ☐ ☐ ☐
Results	The team prioritises safety and patient experience above individual preference.	☐ ☐ ☐ ☐ ☐
	We measure success by collective impact, not personal performance.	☐ ☐ ☐ ☐ ☐
	Small wins are noticed and celebrated.	☐ ☐ ☐ ☐ ☐
Total Score		



What Your Scores Reveal

“The journey of a thousand miles begins
with one step.”

Lao Tzu

Scoring:

- 15–34 → Fragile foundations: Focus on trust.
- 35–54 → Moderate cohesion: Strengthen conflict & commitment.
- 55–75 → High-performing team: Sustain and share best practice.

High Cohesion (55–75)

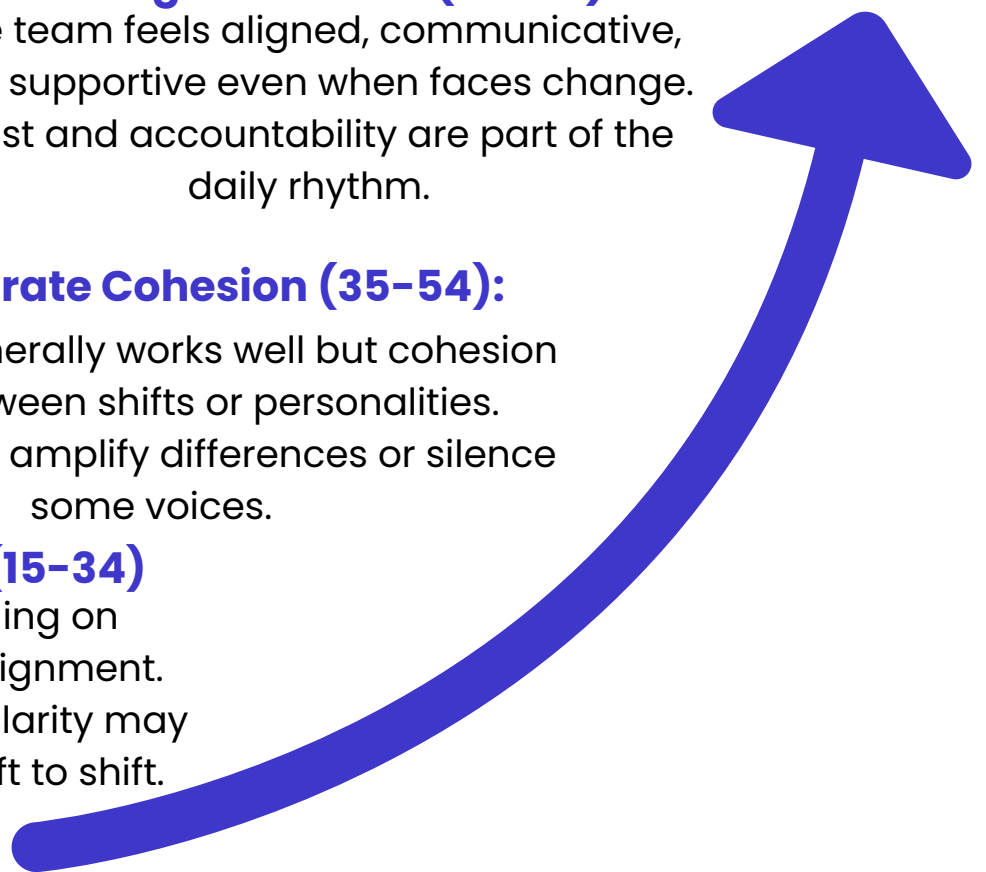
The team feels aligned, communicative,
and supportive even when faces change.
Trust and accountability are part of the
daily rhythm.

Moderate Cohesion (35–54):

The team generally works well but cohesion
varies between shifts or personalities.
Pressure may amplify differences or silence
some voices.

Low Cohesion (15–34)

The team may be running on
adrenaline rather than alignment.
Trust, communication, or clarity may
feel inconsistent from shift to shift.



💡 “Cohesion in transient teams isn’t built once — it’s rebuilt
every shift.”



Quick Wins to Strengthen Your Team's Cohesion Muscles

"You don't have to be great to start, but you have to start to be great."

Zig Ziglar

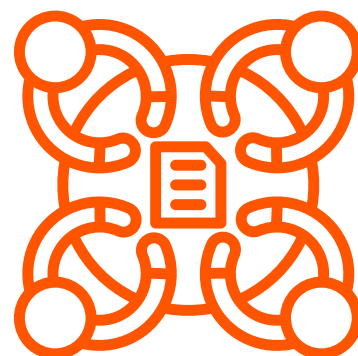


Real-Time Team Huddles

Brief, purposeful huddles help transient teams regain focus fast. Evidence from NHS improvement programmes shows that regular safety huddles reduce communication errors by up to 20% and strengthen team situational awareness (AHRQ, 2022). These micro-moments of connection create clarity, continuity, and calm across changing rosters.

Peer Coaching Circles

Structured peer reflection transforms experience into learning. Studies in NHS leadership development show that peer-based learning improves confidence, psychological safety, and collective problem-solving across rotating teams (NHS Leadership Academy, 2022). These short, focused circles help staff process challenges, share insight, and build connection beyond the shift pattern.



Micro-Learning Nudges:

Small, spaced reminders make learning stick, especially in transient teams where rosters change and habits can slip. Research in healthcare education shows that knowledge retention drops by up to 60% when staff rotate frequently without reinforcement (Salas et al., 2018). Micro-learning keeps key behaviours, like pausing under pressure or checking understanding, front of mind, sustaining consistency and confidence across shifts.

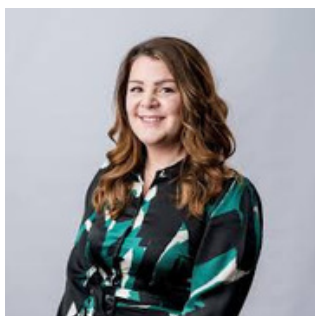


Want to Go Deeper?

Book your free 30-minute discovery call to give you space to pause, reflect, and get clear on what's really needed.



**LET'S
TALK**



Why Mind Strong Hub

We are on a mission – to blend the science of psychology with practical strategies to spark deep, meaningful change, for individuals, teams, and organisations. We're not your average training company. We go beyond surface fixes, creating movement where things feel stuck. Like a muscle, we challenge what needs to be broken so it can rebuild stronger.

We bring over 15 years' experience supporting NHS and public-sector leadership teams to build trust, cohesion, and wellbeing under pressure.

- Specialists in organisational and positive psychology, leadership, and team dynamics.
- Experienced facilitators and certified team coaches with a track record in NHS Trusts, health regulators, and public-sector reform.
- Skilled at creating psychologically safe environments where difficult conversations lead to progress, not defensiveness.
- Evidence-based, results-driven, and grounded in real-world complexity.
- Delivery team's selected clients and partners: NHS England, Matthew Syed Consulting, Canon Medical, PwC, Bank of America, E-On Energy, University of Birmingham, University of Oxford, in addition to many more.

Our principles:

Tailored to your world. Every team, service, and setting is different. We design around your reality – not a generic model – to create practical, lasting impact.

Science that delivers. We use proven psychological frameworks to build engagement, resilience and collaboration – so your teams perform better and your people thrive.

Change that sticks. We don't just run workshops; we build habits, mindsets, and relationships that sustain transformation long after we've left the room.

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