

# Remote and Rooted: What It Takes To Keep Remote CORE Teams Engaged and Effective.

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# What is a team?

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- ▶ Individuals who share a common purpose, defined roles, and effective communication to work collaboratively.
- ▶ Key components include mutual respect, trust, and a positive environment that fosters problem-solving and accountability.
- ▶ Effective leadership, clear goals, and celebrating achievements are also crucial for a team's success.

# Differences between a group of practitioners vs a team of practitioners

## Group

### GOALS

Individuals may have different goals that may or may not align with others.

### ACCOUNTABILITY

Members are primarily accountable for their individual performance.

### WORK APPROACH

Efforts are coordinated individually, often working in parallel on different parts of a project.

### COMMUNICATION

Communication may be limited to informing others of individual progress.

## Team

### GOALS

Members are dedicated to a specific, common goal or mission.

### ACCOUNTABILITY

Members are mutually accountable to each other for the team's results.

### WORK APPROACH

Work is interdependent and collaborative, with members working together to solve problems.

### COMMUNICATION

Communication is open, proactive, and essential for collaboration.

# Characteristics of Teams

- ▶ **Shared purpose and goals:** A team is united by a common mission and well-defined, clear goals.
- ▶ **Defined roles and responsibilities:** Each member has a clear understanding of their individual tasks and how their work contributes to the whole.
- ▶ **Effective communication:** Open, consistent, and respectful communication, including active listening, is vital to ensure everyone is informed and heard.
- ▶ **Collaboration and teamwork:** Members work together to solve problems, share ideas, and use their combined strengths to achieve tasks.
- ▶ **Mutual respect and trust:** A foundation of respect and trust allows members to feel safe, valued, and supported, even when making mistakes.

# If Team work is important...What are the characteristics of high performance teams?



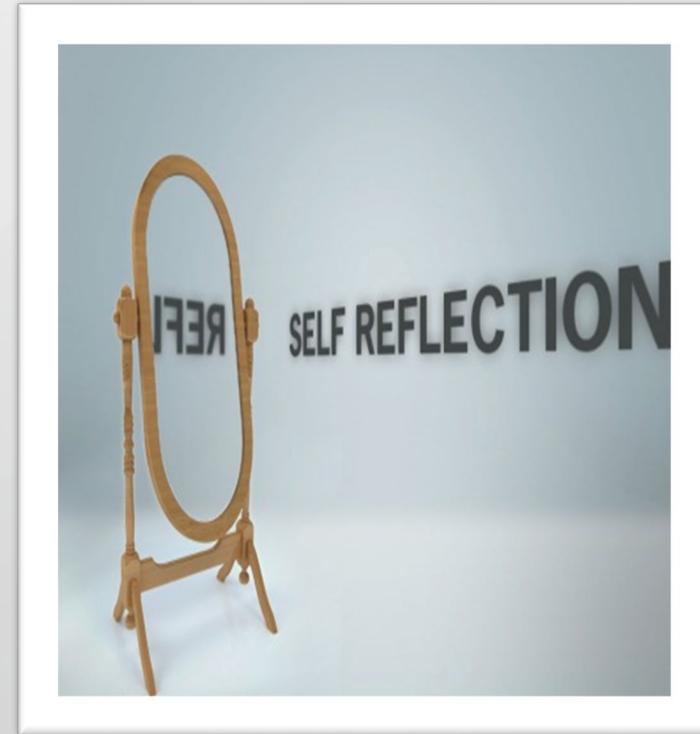
Lencioni, Patrick M.; Okabayashi, Kensuke. (2012). *The Five Dysfunctions of a Team*. Hoboken, NJ: Wiley.

Lencioni, Patrick. *Overcoming the Five Dysfunctions of a Team: A Field Guide for Leaders, Managers, and Facilitators*. San Francisco: Jossey-Bass, 2005.

# Reflections on Trust

## Ask yourself:

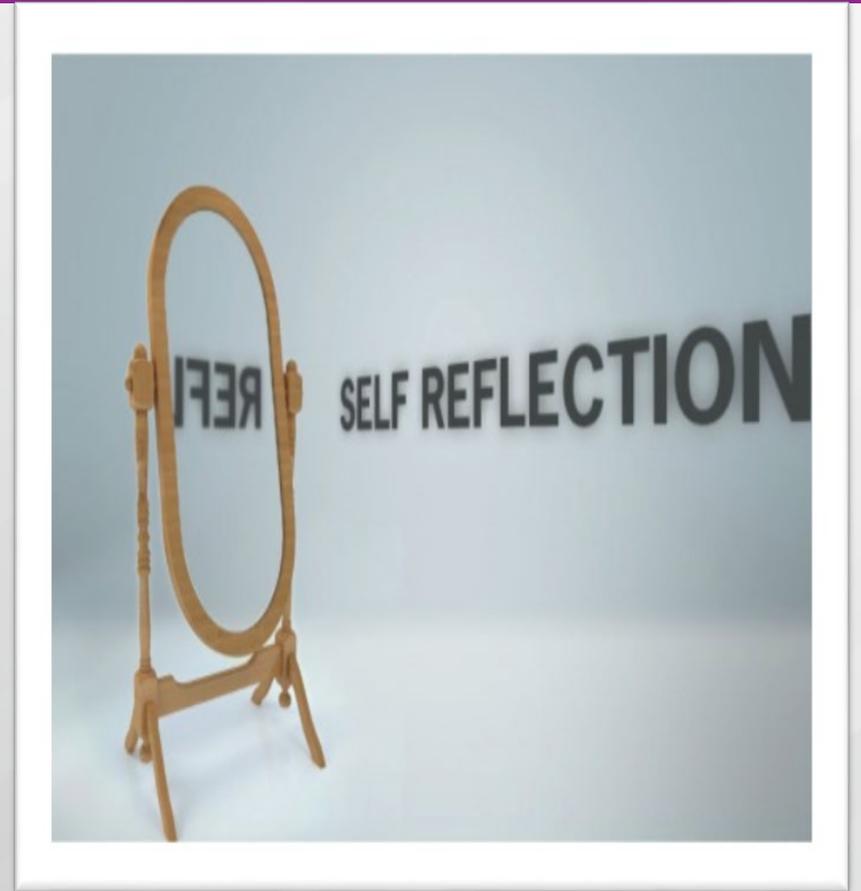
- Do our team members genuinely apologize when they act or say things that is hurtful or damaging to the team?
- Do our team members openly admit when they make a mistake; need clarification when something is unclear; express their disagreements; avoid sarcasm or harsh criticism?
- Do we get to know each other as people (our personal lives, interests, family/work stresses, talents; important personal events etc.)?



# Reflection: Productive Conflict

## Ask yourself:

- ▶ Are we passionate and unguarded in our discussion of key issues?
- ▶ Are our meetings interesting, compelling and energized?
- ▶ Do we discuss the most important and difficult issues and work to resolve them?
- ▶ Do we contribute to creating safety so that conflicting perspectives are heard and discussed?
- ▶ Do we respect the expression of diverse opinions from all members of the team?



# Reflection: Commitment

## Ask yourself:

- ▶ Do we know what each member of the team is working on and how they contribute to our collective efforts to promote trauma informed care?
- ▶ Does each member have the safety and space to weigh in?
- ▶ Do team members have opportunities to enhance their skills and knowledge?
- ▶ Do team members leave meetings feeling confident that each team member is completely committed to a goal even in the presence of initial disagreements and conflicting perspectives?
- ▶ Do team members end meetings with next step tasks that are clear and action oriented? No one leaves with nothing to do.
- ▶ Does the team leader model commitment by organizing meetings, setting an agenda, promoting action and moving the team to resolve differences and taking action towards a specific goal?



# Reflection: Accountability

## Ask yourself:

- Do the team members respectfully hold each other accountable for contributing during meetings and following through with action steps?
- Are the team members deeply concerned about letting down their peers?
- Do team members often volunteer to work on areas that are key to achieving our aims?
- Do you, as a supervisor, hold people accountable for their behavior?



# Reflection: Attention to Results/Performance Indicators

## Ask yourself:

- ▶ Do our team members willingly make sacrifices for the good of the program?
- ▶ Do we have a way of knowing how we are doing?
- ▶ Are we able to keep track of critically important outcomes?
- ▶ Do we keep track of our accomplishments and areas that have not been successful?
- ▶ Do we regularly review our goals and progress in a way that is specific and measurable?
- ▶ Do we express dissatisfaction with data that falls short of our expectations and goals?
- ▶ Do team members discuss areas of performance they are concerned about?



# Is team work in CORE services really that important?

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What's the problem with each practitioner working with their client in the same way that a private practice operates?

How does the hiring of per diem practitioners affect the likelihood of team identity?

What if a single practitioner is providing more than one CORE service? Do you need a team identity?

Are other providers working with you CORE service recipient? If yes, does coordination and collaboration lead to an across services team identity?

Do CORE service recipients have the experience of being a part of a team based service system?

# Is team work in CORE services important? Why?

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- ▶ **Personal and professional growth:** Individuals learn from each other's diverse perspectives and strengths which enhances the persons professional development.
  - In addition to supervision, teams offer an expanded and diverse set of strategies, interventions, ideas, and resources to support each others work.
- ▶ **Reduced stress:** Sharing responsibility for the provision of services decrease the pressure on a single person.
- ▶ **Emotional and Social Support:** Teams are often a key factor in addressing the emotional side of the work as it relates to mutual support, collective problem solving and psychological connection to the service/program Increased job satisfaction

# You are invited to complete the Assessing your CORE practitioners Team Identity Checklist

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Score between 40-50..... Your CORE service is characteristic of a strong team identity

Score between 30-39.....Your CORE service is characteristic of a moderately strong team identity

Score between 20-29.....Your CORE service is characteristic of a limited team identity

Score less than 20.....Your CORE service lacks a team identity

# Brainstorming Activity

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What are the challenges faced by CORE providers in developing high performance teams?

# Brainstorming Activity

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What are CORE providers doing to maximize the benefits associated with team work?