

Mentor Visit Assessment #2

Topic: Observation of Teamwork in Time of Crisis

Date: August 28, 2018

On August 28th, 2018, I thought I was going into the office for another happy and upbeat mentor visit. Immediately, I notice the tension and realize that something went terribly wrong. At the daily 9AM huddle, my mentor, Ellie, informed me that due to some miscommunication, the team missed a large deadline for a project. The project covered all cardiovascular hospitals within Baylor Scott & White so it was not just limited to the hospital in which my mentor works.

I write about this negative day because it was a major learning experience for me. Usually, after a missed deadline or a failed project, many people my age will just shut down and mope about it for a while afterwards. My mentor and her team did none of that- Instead, they jumped right into discussing things that went wrong and ways to fix it in the future. Ellie set up big posters around the main conference room and started jotting down bullet points that were mentioned during the course of the team discussion.

Throughout the next hour, the team was able to isolate the problem, create a plan of action for the future, and move onward. They clearly outlined responsibilities going forward and a way to clear some of the junk from their plates. Additionally- they came up with a new project status spreadsheet that will allow them to see the progress on current projects and keep track of who has what coming up. Although it probably wasn't the most comfortable thing for Ellie to stand up and front of me and admit that they did something wrong, I really appreciate the opportunity to see what excellent teamwork looks like. If a group cannot get through the tough times together in addition to living out the good times, they aren't a real and collaborative force. I know that in my life I will have to face defeat - both alone and with a group - but being able to have watched what successful and hardworking adults do to deal with and overcome a problem has better prepared me for when I come across a similar experience.

One thing that Ellie has always told me is that the attribute that all future leaders need is being skilled in conflict resolution. It's not as much about doing your time and working your way up to the top anymore- it's about being able to identify problems and creatively fix them in a way that will better the organization or group. This is a skill that someone doesn't just learn in their freshman classes at college- it's something that you can only perfect with practice because human actions and decisions cannot be accurately depicted in a textbook. Whether I choose to pursue a corporate career or dedicate my life to clinics and surgery, I will have to know how to deal with people and defeat- sometimes at the same time. From bedside manner to conference call etiquette, it will be important for me to interact with people in a way that isn't inflammatory but rather inspires progress as well as movement towards perfection. I would like to thank my mentor for allowing me to observe such a vulnerable moment and letting me see what being a true leader looks like in a time of crisis.