

EP18.01

Team work in primary care: managing personalities with enneagram

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Background & Aim: The primary care doctor is also a manager of a health care team. Different personalities in a team can be challenging to balance in order to achieve higher standards. The enneagram is a useful tool to understand motivations and behaviours and helps relationship improvement. This knowledge and skills are essential for team building and conflict solving in the primary care setting.

Method Content: - Enneagram basis as a useful tool to understand personalities, motivations and behaviours of team members - Motivation and conflict solving within a health care team.

Methods/Session Plan:

- Brief introduction to enneagram and brief analysis of personality types
- Case-study of different typical personalities of people in a working team and discussion of ways of dealing with them and motivating them
- Conclusions presentation based on workshop discussion and enneagram theory

Results: Goals: - To understand the enneagram as a useful tool to understand motivations and behaviours of team workers - To understand different perspectives on how to deal with different personality co-workers within a health care team and ways of motivating them in order to improve relationships and work performance.

Conclusions: People have different motivation, personalities and perspectives and it influences them largely when they relate to other team workers. Enneagram can be a powerful tool on General Practise/Family Medicine daily management of team members in order to facilitate interactions and improve health care quality.