



Cultivating a Team Culture of Accountability and Collaboration that Builds Trust

BY PHIG PARTNERS



SHAPING TOMORROW'S PUBLIC HEALTH TODAY.



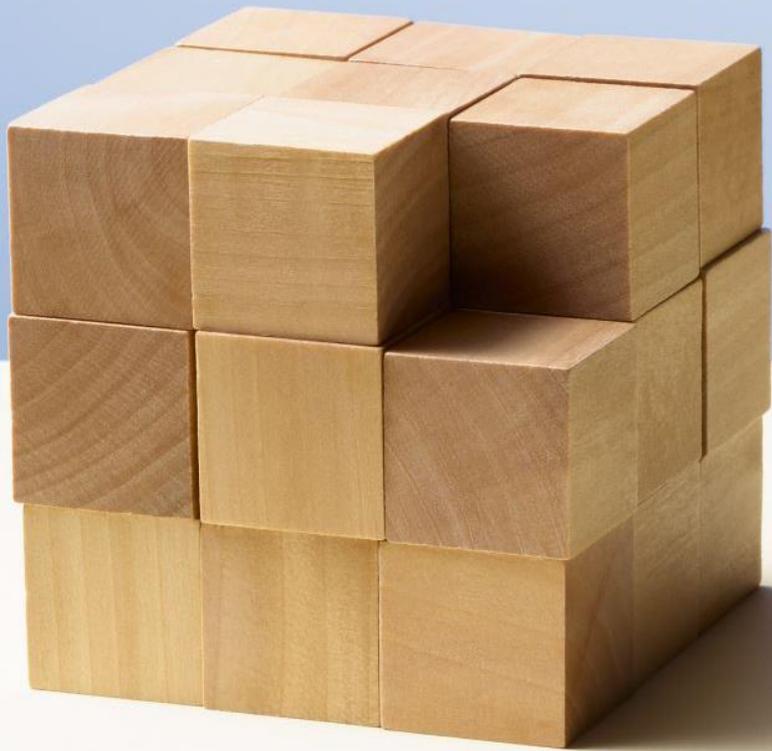
Cultivating a Team Culture of Accountability and Collaboration that Builds Trust

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Today's Roadmap

- Why accountability should build trust
- What we've learned in Illinois
- Strategies that work
- Language and process shifts



Accountability Reframed

Traditional: Fear, compliance, checking boxes

Innovative: Trust, collaboration, shared learning



Why This Matters for PHIG

1. Supports workforce and system change
2. Improves data accuracy and timeliness
3. Builds long-term partnerships



SIPA REPORTING



COMMON
CHALLENGES



APPROACH SHIFT

Illinois PHIG Context

Common Challenges

- Confusing guidance
- Technical barriers
- Fear of being judged
- Limited capacity



How We Changed the Conversation

Plain-language guidance

Success-focused seminars

Feedback loops

Flexible timelines

Creating Psychological Safety



Normalize challenges



Focus on systems, not blame



Be transparent

Communication Tips That Work

- Lead with curiosity
- Appreciate strengths first
- End with next steps



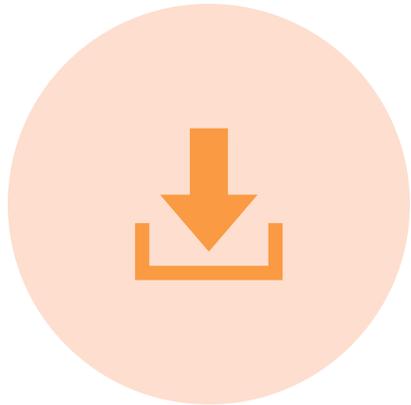
Language Shifts

Old: “Your report was late.”

New: “I noticed the report was submitted after the deadline. What challenges emerged?”



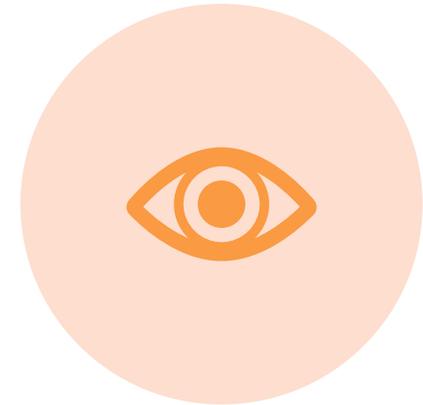
Process Adaptations



SUCCESS/CHALLENGE
LOGS



MERGING STORIES
WITH NUMBERS



PROGRESS VISUALS

How This Supports Cultural Responsiveness

Meets staff
members
where they are

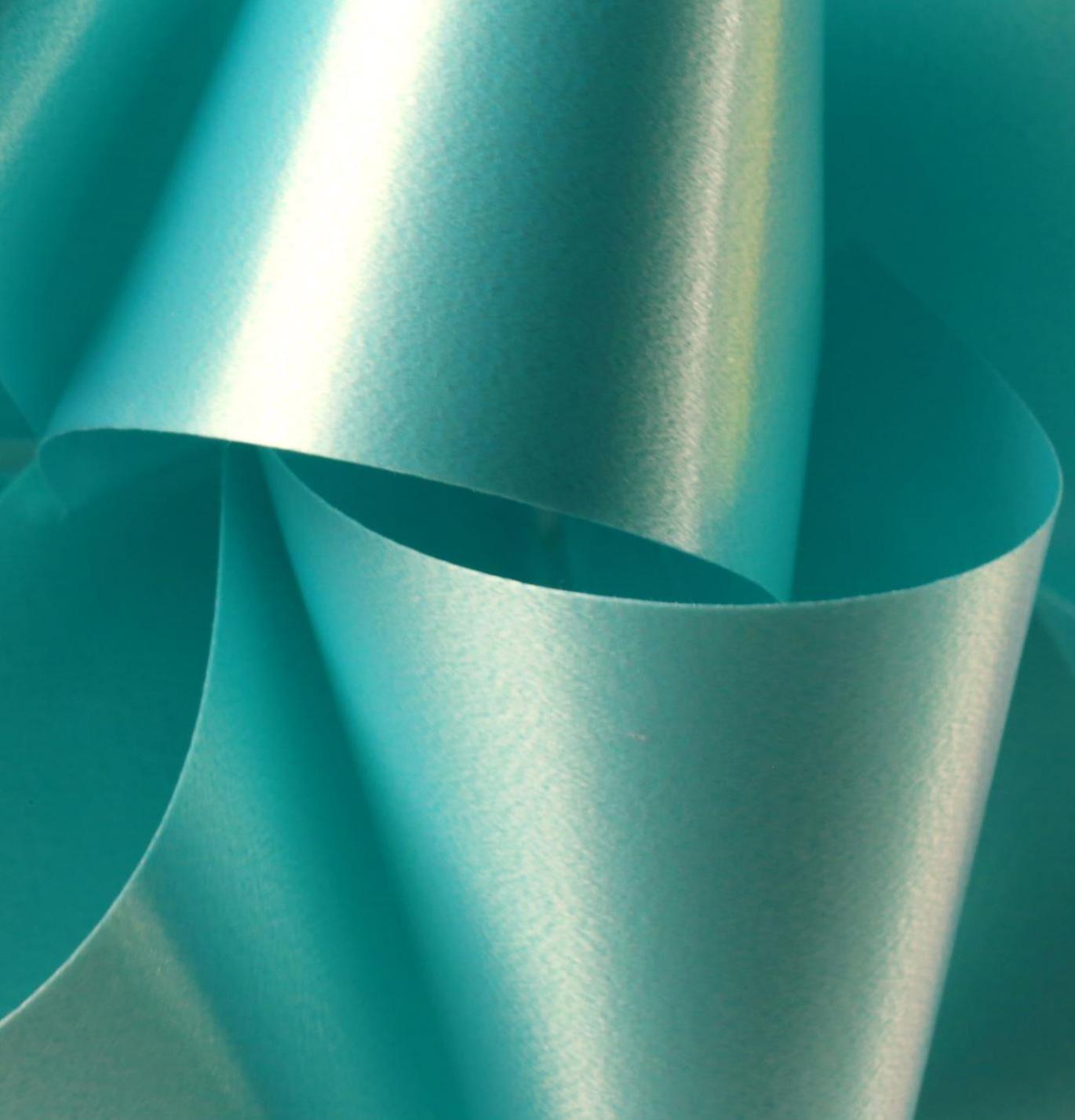
Avoids
penalizing low-
resource areas

Ensures all
voices count

Key Takeaways

- Accountability can build trust
- Safety improves reporting
- Progress > perfection





Thank you!



PUBLIC HEALTH
CITY OF EL PASO

Empowering Teams Through Psychological Safety and Collaboration: Lessons from the PHIG Quarterly Calls

AUGUST 20, 2025
ANTONIO MARTINEZ, MS



MEETING REQUESTS



GARDENING



CremerChronicles. (2011, December 12). *My poor neglected garden!* [Photograph]. <https://cremerchronicles.blogspot.com/2011/12/my-poor-neglected-garden.html>



One Tree Planted. (2025, March 20). Spring Planting Guide: What you should plant right now to have a thriving garden [Image]. One Tree Planted. https://onetreepanted.org/blogs/stories/spring-planting-ideas?srltid=AfmBOooXZghjh6HQOZRHRgEbyi9R_PQVtW_jo6UqdobNA5TTCXigILP

INDIVIDUAL REFLECTION

- Take 1 minute to silently reflect on your current role
- Consider one challenge you face related to team collaboration or psychological safety

1:00

CONTEXT MATTERS

- Located in the City of El Paso
Department of Public Health, West Texas
- 251 full-time staff and mostly grant-funded
- Inclusive input from all staff levels
- Open to all staff to encourage engagement and collaboration



El Paso Times. (2025, June 10). El Paso named No. 2 best big city to live in the U.S. *El Paso Times*. <https://www.elpasotimes.com/story/life/2025/06/10/el-paso-best-big-city-to-live-in-the-us-no-2-spot/84092191007/>

WHY PSYCHOLOGICAL SAFETY AND COLLABORATION MATTER

- Psychological safety lets staff ask questions and address mistakes, improving accuracy and compliance
- Collaboration shares expertise across teams, boosting efficiency
- Together, they drive better public health outcomes, faster crisis response, and stronger staff engagement

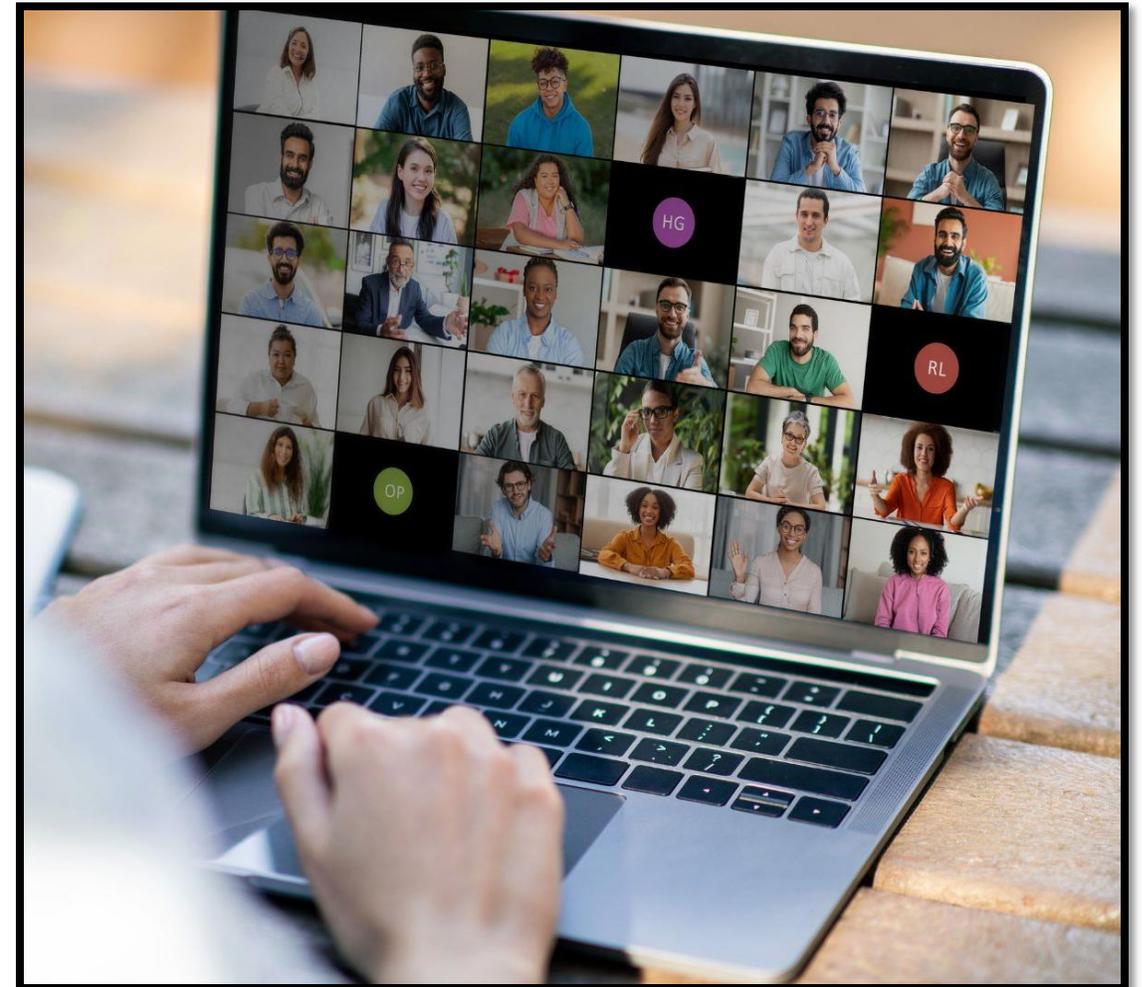




How would you rate collaboration in your team over the past month?

PHIG QUARTERLY CALLS MODEL

- Interactive virtual convenings unite teams, showcase diverse perspectives through rotating facilitators and spotlighted teams, and share evidence-based best practices
- Real-time anonymous polling surfaces honest input, while dynamic dashboards provide clear, actionable insights to guide decisions



Electives. (2025). Flexible solutions for every team [Image].
<https://www.electives.io/our-solution>

EVIDENCE-BASED STRATEGIES



- During a virtual meeting, ask team for observations on challenges and frame mistakes as learning opportunities
- Begin meetings with a round for members to share priorities and barriers
- Prompt staff to consider, “How would a community partner view this intervention?”
- Start meetings with a brief chat about non-work topics to build connections
- Use chat, polls, or verbal input during virtual training to ensure all staff can contribute

MAINTAINING MOMENTUM

- Welcome and Check-in – Greet participants and do a short reflective activity
- Key Updates – Share brief, actionable updates on initiatives
- Discussion and Input – Facilitate targeted questions and document ideas
- Action Items and Accountability – Summarize next steps and assign responsibilities
- Reflection and Check-out – End with a brief reflective or resilience activity



Cross, R., & Brekken, K. (2024, May 29). Looking to actually improve workplace productivity? Rethink how your teams collaborate. i4cp.
<https://www.i4cp.com/productivity-blog/looking-to-actually-improve-workplace-productivity-rethink-how-your-teams-collaborate>

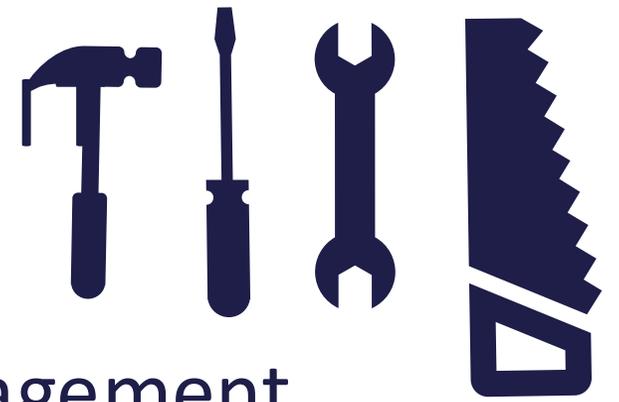
CHAT GROUP DISCUSSION

WHAT ENGAGEMENT STRATEGIES HAVE WORKED WELL IN YOUR TEAMS?

3:00



PHIG QUARTERLY CALL TOOLKIT



- Inclusive leadership: Teams reactions & engagement
- Structured check-ins: Slido polls
- Perspective-taking: Whiteboard prompts
- Informal socializing: Breakout rooms
- Multiple communication channels: Chat, audio, video
- Clear roles & accountability: Action tracker

SCENARIO-BASED CHAT

- Scenario: A team member hesitates to speak up during meetings due to fear of judgment
- Question: What steps could you take to foster psychological safety in this situation?

2:00

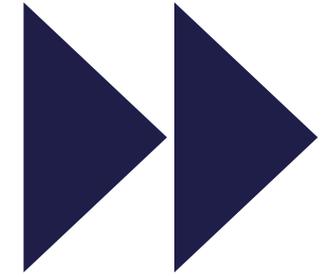
CLOSING AND NEXT STEPS

- Reflect on leadership's role in safe, connected teams
- Apply practical tools to everyday public health practice
- Stay engaged and continue learning together
- Turn insights into action tomorrow



Practical Next Steps. (n.d.). Practical Next Steps Consulting. <https://practicalnextsteps.com/>

RESOURCES



- [Microsoft Teams](#)
- [Zoom](#)
- [Google Meet](#)
- [Slido](#)
- [Mentimeter](#)
- [Poll Everywhere](#)
- [Microsoft Whiteboard](#)
- [Miro](#)
- [Lucidspark](#)
- [Breakout Rooms in Teams](#)
- [Zoom Breakout Rooms](#)
- [Webex Breakout Sessions](#)
- [Slack](#)
- [Trello](#)
- [Asana](#)
- [Microsoft Planner](#)

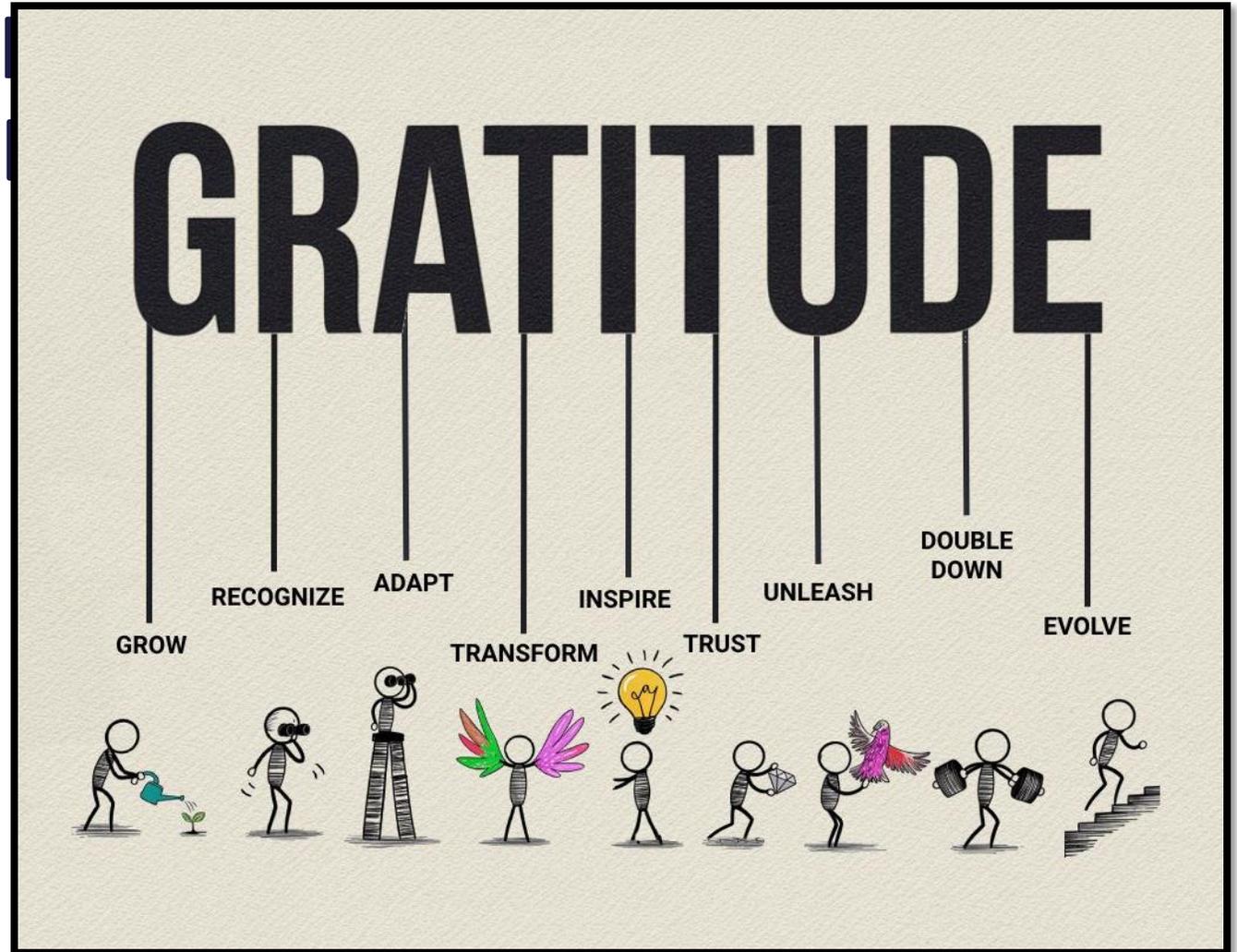
THANK YOU FOR
YOUR PRESENCE

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VHTC. (2025, January). Gratitude. <https://www.vhtc.org/2025/01/gratitude.html>

Thank you for joining us today!

What's Next

- Take a movement break.
- Check the Schedule tab on the event platform for your next session.

