



THE NEUROSCIENCE OF LEADERSHIP BUILDING A CULTURE OF TRUST IN DIVERSE TEAMS

BOSTON MEDICAL CENTER

A CASE STUDY

BMC PARTICIPANTS
WOULD RECOMMEND
THIS COURSE



RATED THE COURSE AS
"EXCELLENT"



AGREED THAT THE
COURSE ADDED TO
THEIR UNDERSTANDING
AND EMBODIMENT
OF INCLUSION AS A
LEADER AT BMC



AGREED TRAINERS
KEPT THEM ENGAGED
AND INTERESTED
THROUGHOUT THE
3-HOUR SESSION



THE CHALLENGE

Leadership is dynamic and trust is now the currency for collaborative productivity. Understanding how our brains work while leading and inspiring diverse teams is critical for a successfully productive team.

THE SOLUTION AND RESULTS

Over the course of three months, Boston Medical Center, an 8000 employee community hospital, partnered with the CAFFE Strategies training team to run our in-person Neuroscience of Leadership: Building A Culture of Trust In Diverse Teams course. We trained over 600 leaders with this unique and interactive hands-on training course incorporating brain based techniques, backed by research, that supports one of the main areas for growing trust: building positive relationships.





THE COURSE CONTENT AND TAKEAWAYS

1

UNDERSTANDING SELF AWARENESS AND OUR BRAIN'S 'INTERNAL MODEL'

Learning how our biologically designed judgment system works and how to adapt it to stay open to new experiences and information

2

UTILIZING THE DIVERSITY DIAMOND TO INCREASE SOCIAL CONNECTION AMONG DIVERSE TEAM MEMBERS

How to address the "I don't have enough time to create a personal relationship with each of my 20 direct reports" concern and replace it with just minutes a week of rapport-building techniques

3

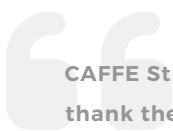
INCREASING TEAM SYNCHRONY STRATEGIES WHICH IMPROVES TEAM AND CREATIVE COLLABORATION

Practicing quick and fun micro-exercises that build team bonding and a feeling of empathic support in the middle of a hectic schedule

4

IMPLEMENTING EFFECTIVE FEEDBACK AND REWARD PROCEDURES THAT INCREASE TRUST

Learn research-backed techniques for providing correction while maintaining morale and building trust in every moment, even when delivering bad news.



CAFFE Strategies captivated our entire team, from our heads to our hearts. We can't thank them enough for what this is going to do for us as individuals, what it's going to do for our productivity, and how that translates to the service to our patients and our members every single day.

Lisa Kelly-Croswell
Chief HR Officer, Boston Medical Center

