Communication Bridges

Building Trust Through Team Communication

Intensives Library · Communication & Connection

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Part 1 · Overview

Communication Bridges

Effective clinical teams are built on trust, and trust is built through consistent, honest, and empathetic communication. This intensive evaluates the strength of your team's communication dynamics — identifying bridges that connect people and barriers that isolate them.

Key Communication Dimensions

Trust-Based Communication

Information Transparency

Cross-Team Coordination

Conflict Communication

Feedback Culture

Emotional Safety in Dialogue

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Part 2 · Slides

INTRODUCTION

Communication Bridges

Building Trust and Team Effectiveness in SUD Treatment

Effective communication and trust represent essential foundations for successful substance use disorder treatment. The quality of these elements directly influences every aspect of care—from clinical information exchange to treatment cohesiveness.

- Communication and trust form the connective tissue enabling treatment effectiveness
- Team dynamics directly impact client care and outcomes
- Both awareness and skill development are needed for enhancement
- Teams that communicate well model healthy relationships for clients
- Investment in communication serves both team and client needs

NEGATIVE PATTERNS

Negative Pattern Recognition

Identifying Communication Barriers

Specific negative communication patterns frequently emerge in SUD treatment settings, potentially undermining team cohesion and effectiveness. Recognizing these patterns is essential for addressing them constructively.

- Defensiveness when clinical decisions are questioned
- Gossip and triangulation (talking about rather than to others)
- Passive-aggressive responses to disagreements
- Communication barriers related to professional hierarchies
- Recognizing patterns is the first step toward change

ACTIVE LISTENING

Active Listening Assessment

Foundation of Effective Team Communication

Active listening—fully attending to others with genuine interest and seeking understanding before responding—forms the foundation of effective team communication. Quality of listening directly affects treatment outcomes.

- Recognize team attentiveness patterns in discussions
- Notice clarification-seeking behaviors (or lack thereof)
- Understand how time pressure impacts listening quality
- Identify evidence of reflective listening techniques

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- Develop awareness of personal listening patterns

EMPATHY

Empathy Evaluation

Emotional Intelligence in Team Dynamics

Empathy—the ability to recognize and appropriately respond to others' emotional experiences—significantly impacts team dynamics and client care. In SUD treatment, maintaining empathy for colleagues and clients is both essential and challenging.

- Recognize team emotional awareness levels
- Notice perspective-taking during disagreements
- Understand stress-empathy relationships
- Identify empathic responses in case discussions
- Balance empathy with professional boundaries

DIALOGUE QUALITY

Dialogue Quality Analysis

Creating Productive Team Discussions

The nature of team discussions—including tone, approach to disagreement, participation patterns, and feedback practices—directly affects treatment planning and coordination.

- Recognize typical discussion tone and atmosphere
- Notice how disagreements about treatment are handled
- Understand participation and voice distribution patterns
- Identify constructive feedback practice evidence
- Balance advocacy (sharing views) with inquiry (seeking others')

PSYCHOLOGICAL SAFETY

Psychological Safety Measurement

Creating Space for Honest Communication

Psychological safety—the shared belief that team members won't be punished for speaking up with concerns, questions, or mistakes—creates the foundation for honest communication essential to quality care.

- Recognize comfort level for expressing concerns or mistakes
- Notice how new ideas are received regardless of source
- Understand consequences of varying safety levels
- Identify topics or situations that challenge safety
- Connect psychological safety to innovation capacity

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LEADERSHIP

Leadership Communication Evaluation

Vertical Information Flow

Leadership communication patterns—including transparency in decision-making, accessibility for concerns, consistency in follow-through, and receptiveness to feedback—significantly impact overall team functioning.

- Recognize decision-making transparency levels
- Notice leadership accessibility and approachability
- Understand commitment follow-through consistency
- Identify patterns in how feedback is received
- Connect leadership communication to team morale

TRUST

Trust Level Assessment

The Foundation for Effective Teamwork

Trust—the willingness to be vulnerable based on positive expectations of others' intentions—forms the essential foundation for effective teamwork. Trust levels directly determine whether cohesive care is possible.

- Recognize general team trust levels
- Notice how professional boundaries and trust interact
- Understand how past experiences shape current trust
- Identify evidence of trust-building efforts
- Connect trust levels to coordination effectiveness

DEFENSIVENESS REDUCTION

Reducing Defensive Reactions

Opening to Feedback and Challenge

Enhancement begins through deliberately developing awareness and skills to reduce defensive reactions in team interactions, transforming guarded communications into open exchanges.

- Recognize personal defensive reaction patterns
- Develop awareness of defensiveness triggers
- Build non-defensive response skills
- Create opportunities for addressing patterns constructively
- Practice curiosity over defensiveness

DIRECT COMMUNICATION

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Gossip Prevention & Direct Communication

Addressing Concerns Directly

Enhancement strengthens through deliberately addressing the common pattern of discussing concerns about others rather than with them directly, transforming indirect communication into direct exchange.

- Redirect conversations that discuss others negatively
- Develop habits of direct communication
- Build awareness of triangulation patterns
- Create opportunities for direct addressing of concerns
- Practice appropriate confidentiality boundaries

ASSERTIVENESS

Assertive Communication Development

Clear, Direct, Respectful Expression

Enhancement deepens through cultivating the capacity for clear, direct, and respectful expression of thoughts, feelings, and needs, transforming passive, aggressive, or passive-aggressive patterns.

- Express thoughts directly and respectfully
- Develop comfort with 'I' statements
- Build skills for emotional situations
- Create balance between assertiveness and receptivity
- Practice constructive responses to passive-aggression

HIERARCHY NAVIGATION

Navigating Hierarchical Barriers

Inclusive Communication Across Roles

Enhancement flourishes through deliberately addressing communication barriers created by professional hierarchies, transforming hierarchy-constrained information flow into open exchange across positions.

- Seek input from diverse roles and positions
- Develop position-independent perspective sharing
- Build relationships across hierarchical levels
- Create opportunities for diverse voices to be heard
- Practice valuing contributions based on merit, not position

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TRUST BUILDING

Trust-Building Initiative

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Consistent Actions That Build Reliability

Enhancement flourishes through deliberately taking personal initiative to build trust through consistent actions, transforming potential trust deficits into strong relational foundations.

- Demonstrate reliability by following through on commitments
- Develop consistency between words and actions
- Build willingness to appropriately admit limits
- Create daily opportunities to demonstrate trustworthiness
- Practice extending appropriate trust to others

CONCLUSION

Building Communication Bridges

Creating Teams That Serve Clients Well

The journey toward enhanced communication and trust creates increasingly constructive patterns that better serve both the team and clients. When teams communicate effectively and trust runs deep, coordinated, compassionate care emerges.

- Communication and trust are central to clinical excellence
- Both personal skills and team culture require attention
- Teams model healthy relationships for clients
- Consistent engagement builds trust over time
- Investment in communication enhances treatment outcomes

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Part 3 · Mind Map

Communication Bridges Mind Map

Map Your Team Communication & Trust Dynamics

Create a personalized map of your team's communication patterns—strengths, barriers, and trust dynamics. This helps identify specific development priorities for building stronger team connections.

Remember: Team communication and trust develop through consistent, authentic engagement that demonstrates respect, reliability, and commitment to collective success.

Negative Communication Patterns

Barriers to effective team communication

Defensiveness Triggers

What situations trigger defensive reactions in you or your team?
Examples: Feedback on clinical decisions; Questions about documentation

Your specific observations...

Gossip/Triangulation Patterns

When does your team talk about others rather than to them directly?
Examples: Venting about difficult colleagues; Sharing concerns with third parties

Your specific observations...

Passive-Aggressive Signs

What passive-aggressive patterns do you observe?
Examples: Silent treatment; Backhanded compliments; Delayed responses

Your specific observations...

Active Listening Patterns

How your team attends to and understands each other

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Listening Strengths

When does your team demonstrate excellent listening?
Examples: Case conferences; One-on-one supervision

Your specific observations...

Listening Barriers

What interferes with active listening in your setting?
Examples: Time pressure; Multitasking; Preoccupation

Your specific observations...

Personal Listening Patterns

What are your own listening strengths and growth areas?
Examples: Strong at reflecting feelings; Tend to interrupt with solutions

Your specific observations...

Empathy Dynamics

Emotional attunement within your team

Empathy Strengths

When does your team demonstrate strong empathy with each other?
Examples: Supporting stressed colleagues; Considering perspectives in conflict

Your specific observations...

Empathy Challenges

What diminishes empathy in your team?

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Examples: High stress periods; Burnout; Repeated conflicts

Your specific observations...

Empathy-Boundary Balance

How does your team balance empathy with professional boundaries?
Examples: Supporting without enabling; Caring without overextending

Your specific observations...

Psychological Safety

Safety for speaking up and taking risks

Safety Indicators

What shows psychological safety is present in your team?
Examples: People admit mistakes openly; Diverse ideas welcomed

Your specific observations...

Safety Threats

What undermines psychological safety?
Examples: Punitive responses to errors; Dismissing new ideas; Favoritism

Your specific observations...

Safety-Building Actions

What actions could increase psychological safety?

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Examples: Leaders acknowledging mistakes first; Celebrating learning from failures

Your specific observations...

Leadership Communication

Communication flow with leadership

Leadership Strengths

What does leadership communicate well?
Examples: Clear expectations; Transparent decision rationale

Your specific observations...

Leadership Gaps

Where does leadership communication need improvement?
Examples: Follow-through on commitments; Accessibility for concerns

Your specific observations...

Upward Communication

How effectively can you communicate upward?
Examples: Feedback channels; Response to concerns raised

Your specific observations...

Trust Dynamics

Foundation of team reliability and coordination

Trust Strengths

Where is trust strong in your team?

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Examples: Clinical crisis support; Following through on commitments

Your specific observations...

Trust Vulnerabilities

Where is trust fragile or weak?
Examples: Past conflicts unresolved; Inconsistent follow-through

Your specific observations...

Trust-Building Actions

What specific actions would build trust?
Examples: Consistent reliability; Transparent communication; Admitting mistakes

Your specific observations...

Action Planning for Team Communication

Based on your map, what are your top 2-3 team communication development priorities?

Identify priority areas...

What specific actions will you take in the next 30 days?

List concrete actions...

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Who will support your team communication development?

Identify your support network...

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Part 4 · Assessment

Communication Bridges Assessment

Enhancing Communication and Trust in SUD Treatment Teams

Understanding Your Current Communication and Trust Dynamics

The Negative Pattern Recognition

1. I recognize when defensiveness emerges in team discussions about client care.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

2. I notice instances of gossip or triangulation (talking about others rather than to them) on our team.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

3. I understand how passive-aggressive communication affects our team dynamics.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

4. I see how hierarchical barriers impact open communication in our treatment setting.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

5. I acknowledge how negative communication patterns affect client care quality and outcomes.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

The Active Listening Assessment

6. I recognize how attentively team members listen to each other during discussions.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

7. I notice whether people seek clarification before responding to others' ideas.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

8. I understand how time pressures in our setting impact listening quality.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

9. I see evidence of reflective listening techniques being used in team interactions.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

10. I acknowledge both strengths and limitations in my own listening practices.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

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Never · Always

The Empathy Evaluation

11. I recognize the level of emotional awareness team members demonstrate with each other.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

12. I notice whether team members consider others' perspectives during disagreements.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

13. I understand how stress and burnout affect empathy levels on our team.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

14. I see evidence of empathic responses during discussions of challenging cases.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

15. I acknowledge how varying levels of empathy influence team cohesion and effectiveness.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

The Dialogue Quality Analysis

16. I recognize the typical tone and approach used in team discussions.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

17. I notice how disagreements about treatment approaches are typically handled.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

18. I understand the patterns of participation and voice across team members.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

19. I see evidence of constructive feedback practices in clinical discussions.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

20. I acknowledge how the quality of dialogue affects treatment planning and coordination.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

The Psychological Safety Measurement

21. I recognize the comfort level team members have in expressing concerns or mistakes.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

22. I notice whether new ideas are welcomed and considered regardless of source.

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○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

23. I understand the consequences of varying psychological safety levels across our team.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

24. I see patterns in which topics or situations create psychological safety challenges.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

25. I acknowledge how psychological safety influences innovation and problem-solving.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

The Leadership Communication Evaluation

26. I recognize the transparency of decision-making processes in our treatment setting.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

27. I notice the accessibility and approachability of leadership for discussing concerns.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

28. I understand how consistently leadership follows through on commitments and communications.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

29. I see patterns in how feedback to leadership is received and addressed.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

30. I acknowledge how leadership communication affects overall team functioning and morale.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

The Trust Level Assessment

31. I recognize the general level of trust among team members in our treatment setting.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

32. I notice how professional boundaries and trust interact in our team dynamics.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

33. I understand how past experiences have shaped current trust levels on our team.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

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34. I see evidence of trust-building efforts within our treatment team.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

35. I acknowledge how trust levels affect our team's ability to provide coordinated care.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

Developing Communication and Trust Enhancement Skills

Defensiveness Reduction Approaches

36. I actively recognize my own defensive reactions in team discussions.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

37. I develop awareness of triggers that typically provoke defensiveness in me or others.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

38. I build skills in responding non-defensively to challenging feedback.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

39. I create opportunities to address defensive patterns constructively.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

40. I practice curiosity rather than defensiveness when my ideas are questioned.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

Gossip and Triangulation Prevention

41. I actively redirect conversations that involve talking about absent team members.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

42. I develop direct communication habits rather than speaking through intermediaries.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

43. I build awareness of situations that typically lead to triangulation in our setting.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

44. I create opportunities to address concerns directly with relevant individuals.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

45. I practice maintaining confidentiality and appropriate boundaries in discussions.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

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Never · Always

Assertive Communication Development

46. I actively express my thoughts and concerns directly and respectfully.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

47. I develop comfort with using 'I' statements to express perspectives and feelings.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

48. I build skills in communicating clearly during emotionally charged situations.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

49. I create balance between assertiveness and receptivity in team discussions.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

50. I practice addressing passive-aggressive behavior constructively when it occurs.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

Hierarchical Barrier Navigation

51. I actively seek input from team members across different roles and positions.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

52. I develop approaches for sharing my perspective regardless of my position.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

53. I build relationships across hierarchical boundaries within our treatment team.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

54. I create opportunities for diverse voices to be heard in treatment discussions.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

55. I practice valuing contributions based on merit rather than position or title.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

Active Listening Enhancement

56. I actively demonstrate engagement and attention when others are speaking.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

57. I develop the habit of checking understanding before responding.

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○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

58. I build awareness of my listening patterns and tendencies in team settings.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

59. I create mental and physical space for focused listening despite distractions.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

60. I practice reflective listening techniques in both formal and informal interactions.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

Empathy Skill Cultivation

61. I actively consider others' perspectives, especially when they differ from mine.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

62. I develop recognition of emotional undercurrents in team interactions.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

63. I build capacity to remain empathic even during conflicts or disagreements.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

64. I create balance between empathy for others and appropriate boundaries.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

65. I practice validating others' experiences before offering alternative viewpoints.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

Constructive Dialogue Facilitation

66. I actively contribute to creating respectful discussion environments.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

67. I develop skills in expressing disagreement constructively and professionally.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

68. I build capacity to navigate difficult conversations about client care effectively.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

69. I create opportunities for meaningful exchange of diverse perspectives.

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○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

70. I practice balancing advocacy for my viewpoint with inquiry about others' views.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

Psychological Safety Contribution

71. I actively acknowledge and learn from mistakes to model this for others.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

72. I develop habits of appreciating and building on others' contributions.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

73. I build courage to respectfully challenge problematic practices or comments.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

74. I create opportunities to express vulnerability appropriate to professional contexts.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

75. I practice responding supportively when others take interpersonal risks.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

Leadership Connection Strengthening

76. I actively seek appropriate transparency from leadership about decisions.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

77. I develop constructive approaches for providing feedback to leadership.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

78. I build understanding of leadership constraints and perspectives.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

79. I create opportunities for meaningful interaction with leadership when needed.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

80. I practice appropriate assertiveness in leadership communications.

○ 1 ○ 2 ○ 3 ○ 4 ○ 5

Never · Always

Trust-Building Initiative

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81. I actively demonstrate reliability by following through on commitments.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

82. I develop consistency between my words and actions in team contexts.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

83. I build skills in appropriately admitting limits and mistakes to build authenticity.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

84. I create opportunities to demonstrate trustworthiness in small ways daily.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

85. I practice extending appropriate trust to create positive trust cycles.
○ 1 ○ 2 ○ 3 ○ 4 ○ 5
Never · Always

Scoring guide

Comprehensive Communication and Trust Awareness

Score: 140 and above

You demonstrate thorough understanding of the communication and trust dynamics in your substance use disorder treatment setting.

Substantial Communication and Trust Awareness

Score: 105 and above

You recognize significant aspects of communication and trust dynamics across several domains of your team functioning.

Developing Communication and Trust Awareness

Score: 70 and above

You acknowledge some important aspects of communication and trust dynamics but have significant opportunities to develop deeper insight.

Limited Communication and Trust Awareness

Score: below the band above

You may be substantially underestimating the communication and trust dynamics that influence your team's effectiveness.

Strong Communication and Trust Enhancement Skills

Score: 200 and above

You demonstrate robust capacity for improving communication and trust across multiple dimensions of team functioning.

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Developing Enhancement Skills

Score: 150 and above

You have established several important practices for enhancing communication and trust but have opportunities to strengthen others.

Beginning Enhancement Development

Score: 100 and above

You show emerging capacity for enhancing communication and trust but need substantial development in several areas.

Limited Enhancement Development

Score: below the band above

Your current skills for improving communication and trust require focused development across multiple dimensions.

Awareness Exceeds Skills

Score: below 1.1

Your awareness of communication and trust dynamics outweighs your active skills for enhancement. Focus on translating your awareness into concrete practices.

Balanced Development

Score: 1.5 and below

You've developed relatively balanced awareness and enhancement skills, suggesting healthy engagement with team dynamics.

Skills Exceed Awareness

Score: below the band above

Your enhancement skills substantially outweigh your awareness of current dynamics. Consider deepening your understanding of specific team patterns.

Your Communication Bridges Results

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Part 5 · Worksheet

Communication Bridges Worksheet

Team Communication & Trust Development

This worksheet helps you reflect on team communication dynamics and develop specific plans for building trust, reducing negative patterns, and enhancing collaborative effectiveness.

Recognizing Your Communication and Trust Patterns

Which aspect of team communication and trust resonates most strongly with your experience in SUD treatment teams, and why?

How has your understanding of 'effective team communication' evolved from basic information sharing to trust-building throughout your career?

In what ways do you notice when team communication flows effectively versus when barriers emerge?

How does your experience with building trust influence your ability to contribute to team cohesion?

What makes certain aspects of team communication feel natural versus potentially damaging?

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Negative Pattern Recognition

How do you recognize when defensiveness emerges in team discussions about client care?

What helps you notice instances of gossip or triangulation on your team?

How does passive-aggressive communication affect your team dynamics?

How do hierarchical barriers impact open communication in your treatment setting?

What triggers typically provoke defensiveness in yourself or others?

Active Listening Assessment

How attentively do team members listen to each other during discussions?

Do people seek clarification before responding to others' ideas?

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How do time pressures in your setting impact listening quality?

What evidence of reflective listening techniques do you see in team interactions?

What are your own listening patterns in team settings?

Empathy Evaluation

What level of emotional awareness do team members demonstrate with each other?

Do team members consider others' perspectives during disagreements?

How do stress and burnout affect empathy levels on your team?

What evidence of empathic responses do you see during discussions of challenging cases?

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How do you remain empathic during conflicts?

Psychological Safety Measurement

How comfortable are team members expressing concerns or mistakes?

Are new ideas welcomed and considered regardless of source?

What are the consequences of varying psychological safety levels across your team?

What topics or situations create psychological safety challenges?

How do you acknowledge and learn from mistakes?

Trust Level Assessment

What is the general level of trust among team members in your treatment setting?

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How do professional boundaries and trust interact in your team dynamics?

How have past experiences shaped current trust levels on your team?

What evidence of trust-building efforts do you see within your treatment team?

How do you demonstrate reliability by following through on commitments?

Team Communication Development Map

Track your journey toward enhanced team communication

Defensive to Non-Defensive Communication

From reacting defensively to responding with curiosity

Where I was

Past patterns...

Where I am now

Current state...

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Where I'm heading

Future goals...

Indirect to Direct Communication

From gossip/triangulation to direct addressing

Where I was

Past patterns...

Where I am now

Current state...

Where I'm heading

Future goals...

Passive/Aggressive to Assertive Communication

From avoidance or aggression to respectful directness

Where I was

Past patterns...

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Where I am now

Current state...

Where I'm heading

Future goals...

Hierarchically Constrained to Inclusively Collaborative

From position-limited to valuing input across roles

Where I was

Past patterns...

Where I am now

Current state...

Where I'm heading

Future goals...

Surface Listening to Active Understanding

From hearing words to deep engagement and clarification

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Where I was

Past patterns...

Where I am now

Current state...

Where I'm heading

Future goals...

Emotionally Disconnected to Empathetically Engaged

From task-only focus to considering emotional undercurrents

Where I was

Past patterns...

Where I am now

Current state...

Where I'm heading

Future goals...

Trust-Damaging to Trust-Building

From inconsistency to reliable words and actions

Where I was

Past patterns...

Where I am now

Current state...

Where I'm heading

Future goals...

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