Support physician leads
• Get them training if needed;
• Recognize extra effort;
• Reward any progress; and
• Meet with them regularly.

Get resources for the team
• Analytic help as needed
• Data reports
• Public affairs
• HR
• Materials
• Backfill if applicable and necessary

Coach physician leads and physician participants
to be able to:
• Understand the frames of reference (perspectives, culture, history, needs, interests) of their co-leads and others in the team;
• Clarify roles;
• Explain the National Agreement, relevant policies and regulations so others know when they need help or advice;
• Develop milestones;
• Write good problem statements;
• Use the plan, do, study, act cycle to make improvements;
• Collect and use data;
• Show teams how their efforts roll up into departmental goals;
• Motivate others;
• Make clear and compelling presentations;
• Do third-party conflict resolution;
• Manage conflict so it is productive;
• Reward and recognize team members;
• Have courageous conversations; and
• Run effective huddles/meetings.

4. Promote the UBT effort with other modules
• Keep everyone informed about what UBTs are doing and why;
• Prevent sub-optimization;
• Talk up the learnings; and
• Support other modules to minimize “teacher’s pet syndrome.”