

Abstract

This bachelor thesis is focused on teamwork skills of the members of the Emergency Medical Services crews in the Czech Republic. It highlights the importance of interpersonal conflicts as one of the key components influencing team effectiveness and shows that the causes of conflicts are interrelated, so teamwork as a whole is important.

The research part presents an experiment aimed at determining the effectiveness of the use of the Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS) intervention. This strategy is based on American Crew Resource Management (CRM) and focuses on five key areas of teamwork: team structure, communication, leadership, situational monitoring and mutual support. The experiment uses one experimental and one control group, the independent variable is TeamSTEPPS 2.0 Fundamentals training.

Keywords

team, team effectiveness, conflict, interpersonal conflict, Emergency Medical Services, TeamSTEPPS