



Staff Leadership

Developing Great Practice Leaders, Creates a Great Team

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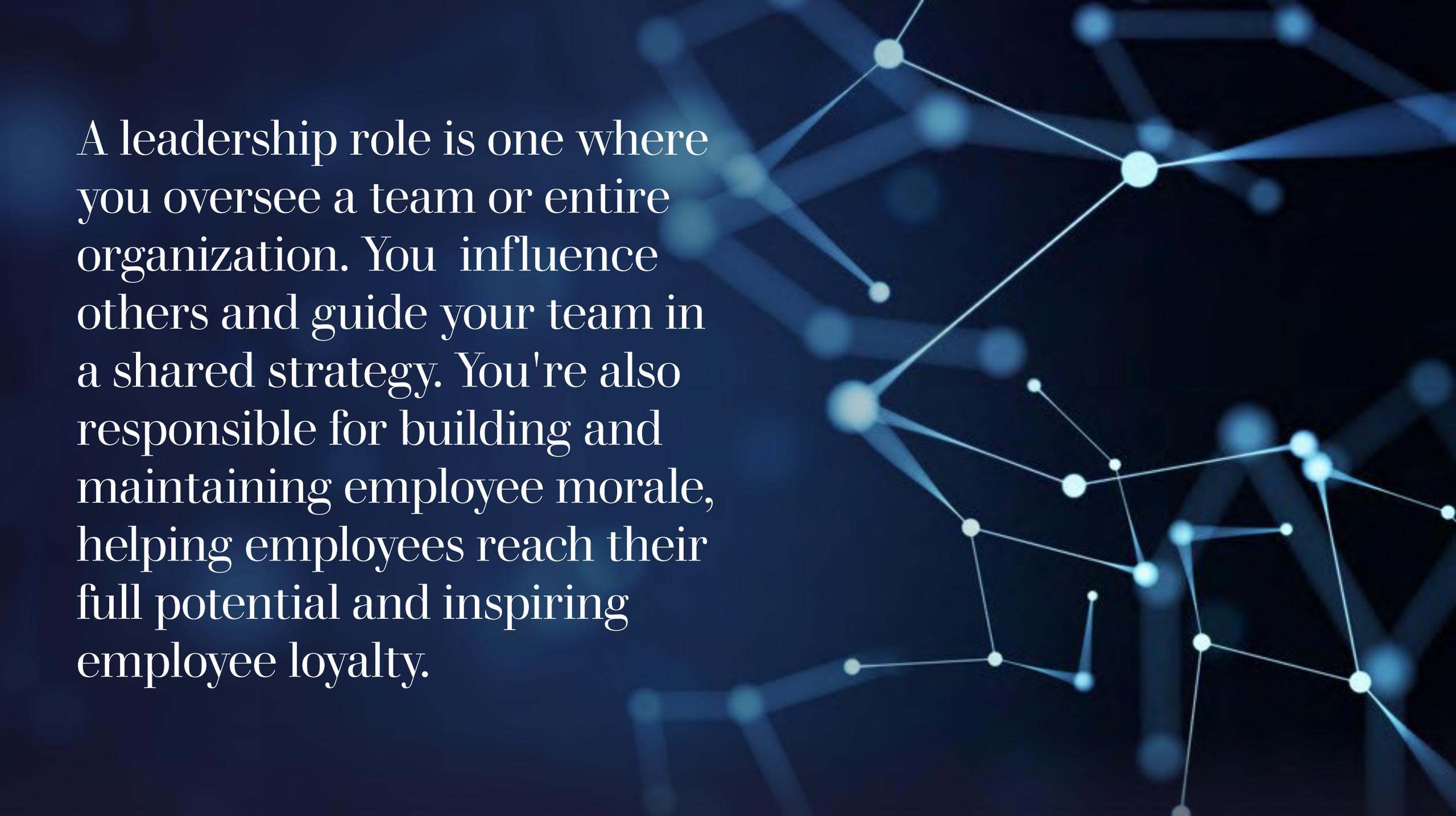


Role of leadership

- Sets the tone for the team
- Controls the environment
- Protects patients and staff
- Must be responsible for all



- Both staff/patients look to you



A leadership role is one where you oversee a team or entire organization. You influence others and guide your team in a shared strategy. You're also responsible for building and maintaining employee morale, helping employees reach their full potential and inspiring employee loyalty.

Look for the personality/traits of a leader.

Communication

Influence

Positivity

Drive to gain trust by all staff



Treat both patients/staff

- Courteously
- Respectful
- With Sensitivity



What is your culture?

Culture is the core to a great workplace!

Who is responsible for creating a great culture?

The Team!!!!

You, doctors & your patients, however as your practice grows and you have a practice administrator, CEO, etc. – their responsibility is to keep everyone accountable for a GREAT CULTURE!

Build the framework!



A practice leader must make sure all team members understand

- The practice mission
- Excellent patient care
- Staff training protocol opportunities & requirements
- National certification
- That the team supports each other & mentor each other



Staff Leaders need to develop themselves to duplicate what they learn to the team



- Personality Understanding
- Conflict Resolution
- Communication Skills



Different types of People & Personalities

- Know-it-alls
- Passive people
- Dictators
- Spectators
- Yes People
- No People
- Grippers
- Gossipers
- Problem causers
- Problem solvers



Communication

- Eye-to-eye contact
- Language
- Tone
- Elements of communication
- Listening skills
 - Listen first to patients & staff
 - Repeat what is heard
- Non-verbal
- Actions speak loudly



Develop your leaders!!

- Look for opportunities for them learn
- Look outside our industry
- What are opportunities in your community or surrounding communities
- Community Colleges



Increased job satisfaction

More staff step up to be leaders

- People are looking for advancement
- People enjoy seeing success
- Staff development of leaders in the practice creates a culture of creativity along with responsibility
- Along with responsibility comes pride in their “career”
- Developing practice leaders promotes from within the practice



Great Leaders.....

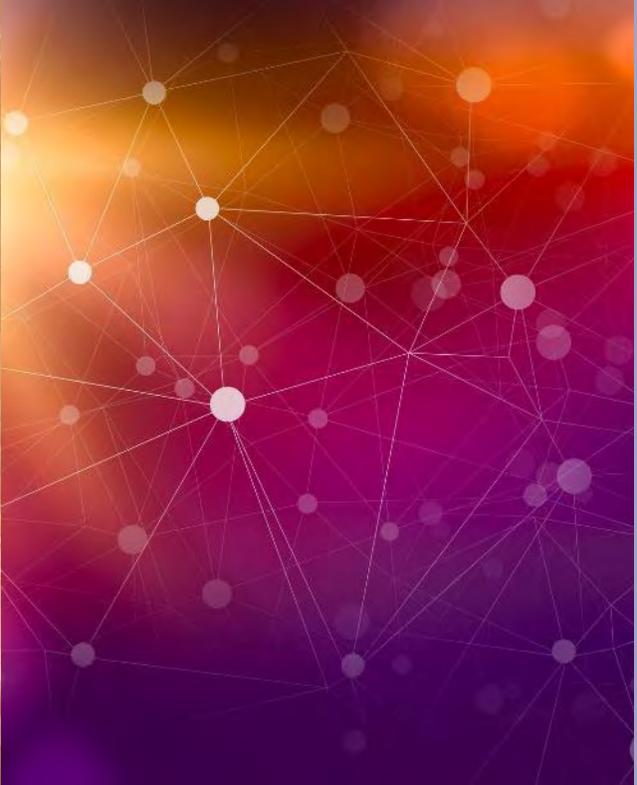
- **Set... Limits**
- **Use... Subtle Calming Voice**
- **Be ... Mindful of your Perceived Body Language**
- **Try... To place yourself in *their* situation**
- **Do... Allow patients/staff the opportunity to offer solutions**
- **Be... An “Active Listener”**
- **Be... Sympathetic**
- **Do... Offer Hope**
- **Know.. When to “cut your losses” and release patient/staff**
- **Do... Contact authorities/police *without delay* when necessary**



Leaders must “lead”



- Leaders must tend to the “weeds” and show leadership
- Be Consistent
- Room for Leniency
- Must require Accountability



Delegation – Trial Projects

As you are beginning you look for those projects

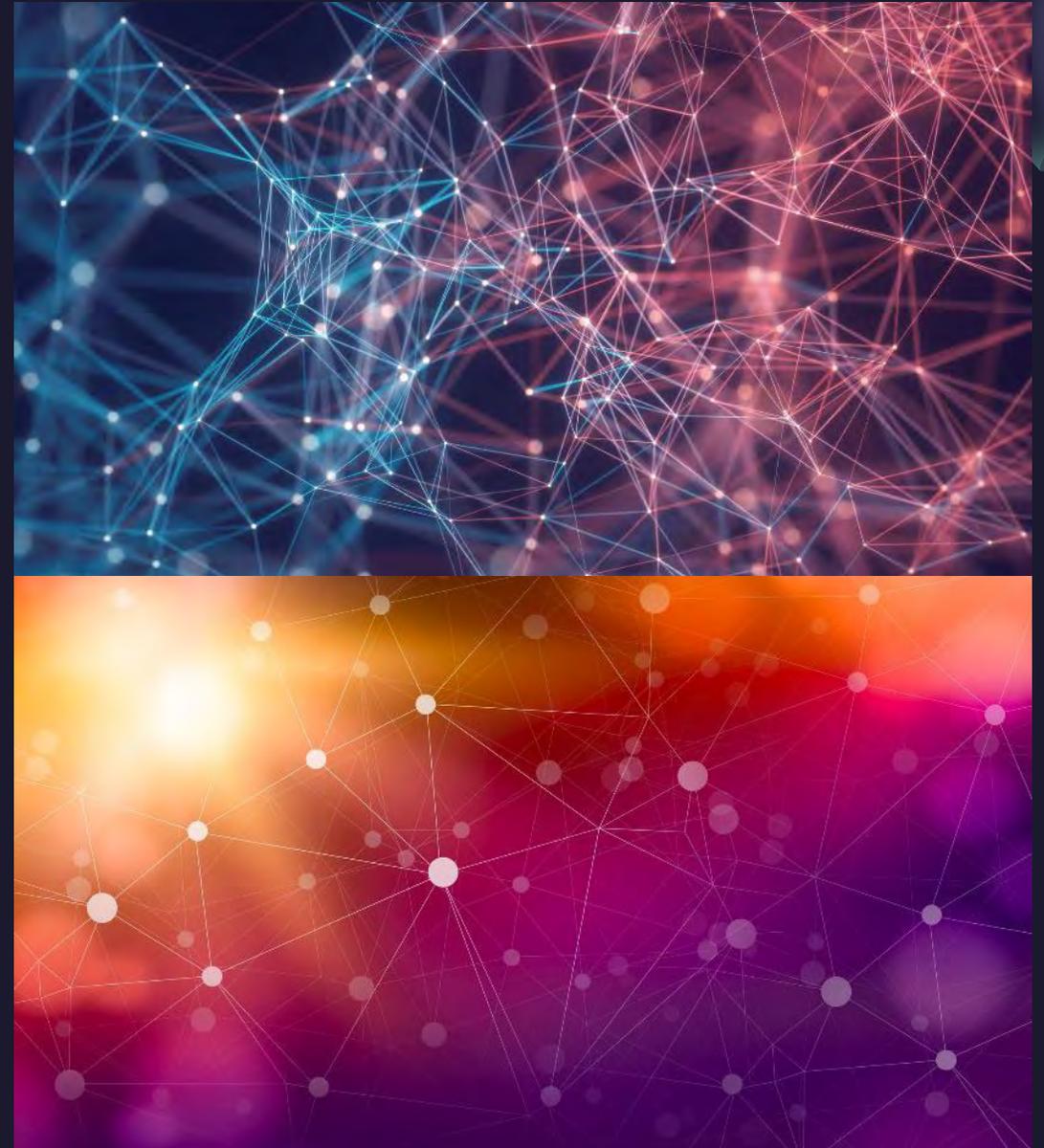
- That you are currently performing that can be delegated
- Projects that need a team effort
 - Look for a lead on each project (this strategy will continue after you have named leaders)
 - Multiple projects with different leads – (Not busy work, truly projects that make a difference for the practice & team)

Schedule Follow up Accountability for the projects

Clear Goals – the why

Timeline

Reporting/Follow-up in the
group setting for
communication





Summary

Find those leaders within your practice OR be one of those leaders.

Great leaders create great leaders.

**Jot One Note – How can you be a leader? OR
How can you develop a leader?**

Thank You

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