

Scary Tech



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What Makes An Employee "The Best" ?



1. Multi Taskers
2. Organized
3. Trouble Shooters
4. Go To People
5. Find An Answer
6. "Make It Work"
7. Do It All
8. Confidence



These are techs that are confident in their skills and their roles in their office. Their comfort level is high... they are independent workers and thinkers that *seek out* problems and then fix them !



They boldly go where no tech has ever gone before...!

They take the hardest exams because they can... they have no fear... they look for

challenges, conquer them and then... look for the next challenge. They are tech "do it all" !



CBS.com

They actually thrive on chaos - and pride themselves in keeping their heads when all others are losing theirs !



They are the techs that the doctors want running their schedules and seeing their patients. They are good - they know it - and everyone else does, too!



They Are A Superstar 😊



and... potentially scary !



How Does This Happen?

The very traits that we applaud can also become areas that cause problems...because now instead of the tech becoming a "free thinker" and an independent worker, they become a one man show.



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1. I'll Do It Myself
2. Secretive
3. They Won't Do it Right
4. You Don't/Won't Know
5. You Can't Fix It
6. I Can Do It Faster
7. Not A Team Player
8. I'm Great - You're Not

There is a very fine line we need to constantly be aware of !

This is the line between GREAT tech and Scary Tech.



What Makes You A Scary Tech ?

Offices that run with a group of **individuals** are offices in turmoil. There is no teamwork and because of that, there is no trust or flow. It's " every tech for themselves!"

There is no I
in TEAM
but there is a
M+E

No man is an island, entire of itself;
every man is a piece of the continent,
a part of the main.

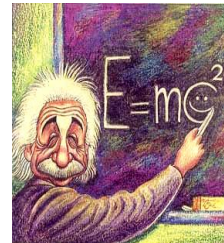
John Donne

Stay Educated... And Help Your Team Stay Educated

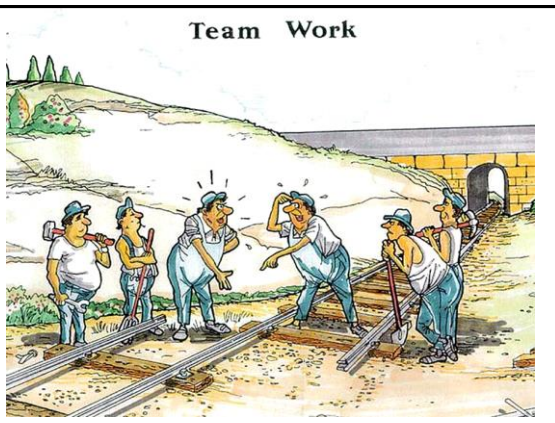
A tenet of medicine has always been:

"See one, do one,
teach one"

Being a *super* tech means that **you have a duty** to ensure that those around you are the best *they* can be as well.



Team Work



Everybody Needs To Have A Voice...

but if everyone is talking and no one is listening - there is no communication occurring... all you have is **NOISE !** Others can have good ideas, too.



Patience With Your Patients...And Each Other

Warning signsbehavior that exhibit:

- "Quick to launch"
- "I know more than you do"
- "My room - my rules"



Be Careful Of Being "Mr. Know It All"...

I asked a few of my doctors what they think makes a scary tech. A number responded with:
"When I hear the tech make an off the cuff comment that I have to try and reverse later"

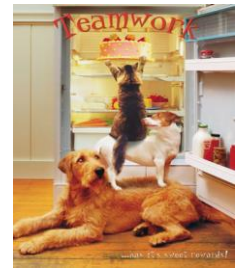


Like....

- "Wow... your pressure is still high after that SLT" - (patient was IOP 45, now 27 and that is better than what the doctor expected"
- "Yes - you'd be a great candidate for LASIK. I'm sure the doctor will talk to you about it" (patient has Fuchs Dystrophy and past corneal scarring due to rosacea and the doctor has no intention of doing a LASIK on them)

Working As A Team Can Reap Great Rewards...

- Personally
- Team Wise
- Practice Wise
- And more importantly.... the patient will benefit from a strong team effort



The better you become...the harder you have to work !

Scary Tech traits can sneak up on you !
You need to stay educated, stay focused on the team, be the "go to guy" for the office.



Identifying The Scary Tech Behavior...

gives you the missing piece of the puzzle.
Once you "see it" in yourselves or others...
Then you can work on it and fix it.
That's when the picture becomes ONE!





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