Slide 1

10 Things That Make The Workplace Difficult and What To Do About It

Lynn Lawrence, CMSgt(ret), USAF
MSOL, CPOT, ABOC, COA, OSC
See The Light Consulting

1

Slide 2

12 DAILY HABITS THAT WILL CHANGE YOUR LIFE

Objectives

1. What Not To Say At Work
2. Absent Leadership
3. Lack of teamwork
4. Poor time management
5. Lack of Organzation
6. Culture Stress/Toxic Employees
7. Lack of Staff Development
8. Lack of experience
9. Lack of professionalism
10. Audience Involvement

2

Slide 3

Team Building

- **T**-Together
- **E**-Everyone
- **A**-Achieves
- **M**-More

- There is no I in team it requires everyone to be working together to be a successful team.

Warren Buffett
@itswarenbuffett

Surround yourself with people that push you to do and be better. No drama or negativity. Just higher goals and higher motivation. Good times and positive energy. No jealousy or hate. Simply bringing out the absolute best in each other

9:59 PM · 11 Jun 18

617 Retweets 1,014 Likes

3

Slide 4

9 Things Not To Say At Work – Dr. Miro Bada

That's not my job!
I don't get paid enough for this!
My last office/company did this better!
That's impossible!
Who messed this up?
They'll never notice!
That's not my problem!
I can't work with them!
It's not fair!

4

Slide 5

Why Not Say These Things? – Dr. Miro Bada

That's not my job! Screams inflexibility!
I don't get paid enough for this! Makes you look entitled!
My last office/company did this better! Living in the past!
That's impossible! Defeated attitude/lack creativity and problem solving
Who messed this up? Creates a "blame-culture", fosters toxic environment
They'll never notice! Reveals dishonesty, undermines integrity and trust
That's not my problem! Shows lack of ownership, you are not a problems-solver
I can't work with them! Shows poor adaptability/teamwork ability, suggest you a difficult to work with
It's not fair! Sounds childish, suggest that you cannot handle workplace realities

5

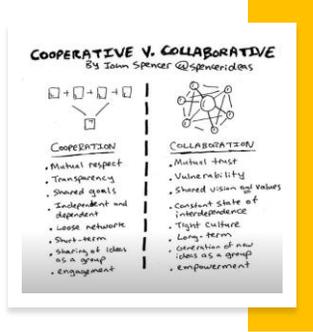**Slide 6**

Better ways to say things at work – Dr. Miro Bada
LinkedIn

That's not my job! I can help you find the best person for that.
I don't get paid enough for this! Can we discuss the scope of my role?
My last office/company did this better! Have we considered alternate ideas?
That's impossible! Let's identify the main challenges.
Who messed this up? How can we prevent this going forward?
They'll never notice! Let's do the best job we can.
That's not my problem! How can I support the decision?
I can't work with them! How can we collaborate better?
It's not fair! I'd like to understand the reasoning behind this decision.

6

Cooperation and Collaboration

- Less drama
- We accomplish more working together
- It doesn't have to be your idea
- Stop worrying about the past, focus on the future
- Teamwork truly makes the dreamwork
- Ask for help when you need it, it is one-team, one-fight!

7

Collaborative Team Case Study

- Retinal photos: how to utilize efficiently?
- New protocols put in place with staff input
- Screening photos standard procedure
- Increases efficiency and patient flow
- *If staff participate in decisions, buy-in is built-in*

8

Absent Leadership

Team impact:
- Unclear vision and direction
- Ineffective decision making
- Lack of accountability
- Productivity
- Missed opportunities/work stagnation
- Opens the door to chaos and reduces efficiency
- Role ambiguity

9

Leadership Awareness

- Understands the vision and can influence others to follow
- Knows the value of collaboration
- Has integrity
- Leads out front
- Goal driven and can accomplish them
- Effective communicator
- Professionally leads in the good, bad, and ugly times

10

Miscommunication

- Confusion and disruptive culture
- Frustration
- Lack of consistency
- Lack of efficiency
- Potential safety factors
- Morale issues
- High turnover

11

Communication

- Reduced confusion and a less disruptive culture
- Reduced workplace frustration
- Increased consistency
- Greater efficiency
- Healthier safety practices
- Higher morale
- Reduced turnover

12

Slide 13

✓	Category	Practice Goals
🧳	Cost of Goods **25%-33%**	26%
👥	Salaries & Benefits **15%-22%**	18%
฿	Occupancy Expenses **4%-8%**	6%
📈	Marketing **2%-5%**	3%
🏢	General Office **6%-9%**	7%
📋	Total expenses (58-60)	60%
$	Net earnings (38-40%)	40%

Practice Goals For everyone!

13

Slide 14

Lack of Teamwork

- Factions are formed, battle lines are drawn
- Communication stops, suspicion rises
- Sharp drops in productivity and efficiency
- Collaboration and innovation are next to impossible
- Low morale, no team cohesion and a big waste of time

14

Slide 15

The Importance of Teamwork

- Research shows that collaboration problem-solving leads to better outcomes
- People will take more risks to get things done if they have team support
- Working on a team inspires personal growth

15

Slide 16

Poor Time Management

1. Not setting concrete goals

The purpose of goal-setting is to help you understand what you're working towards.

When you don't have a clear goal, it's hard to distinguish an important task from a distraction. As a result, you may end up neglecting tasks that are crucial to your progress.

How to fix it

One way to achieve effective goal-setting is to break large projects into smaller tasks and set a clear goal for each one. To create an achievable goal, try the SMART method.
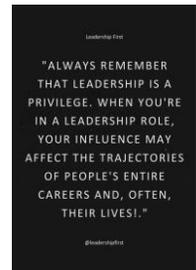
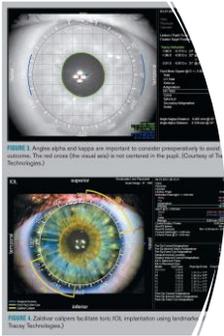16

Slide 17

Time Management

- The consequences of poor time management can include:
- Reduced Efficiency: Working long hours but accomplishing little due to poor planning.
- Overwhelm and Burnout: Increased stress from piling work and looming deadlines.
- Strained Professional Relationships: Missing deadlines and delivering subpar work can erode trust and hinder collaboration.
- Negative Impact on Work-Life Balance: Difficulty in managing personal and professional responsibilities.
- Missed Opportunities for Growth: Inability to seize chances for advancement due to lack of organization.
- These consequences can significantly affect both personal and professional aspects of life.

17

Slide 18

Lack of Organization

- No visible leadership
- Cluttered processes
- No strategic plan
- No clear vision
- Poor resource management
- Poor teamwork
- Elevated drama
- Continual chaos

"ALWAYS REMEMBER THAT LEADERSHIP IS A PRIVILEGE. WHEN YOU'RE IN A LEADERSHIP ROLE, YOUR INFLUENCE MAY AFFECT THE TRAJECTORIES OF PEOPLE'S ENTIRE CAREERS AND, OFTEN, THEIR LIVES!."

18

Proper clinic protocols

==What are we doing correctly, according to our plan==?
- Key tasks
- Written guidelines
- Standards
- Proper process reviews
- Peer reviews/performance feedback
- Clinical practice guidelines
- Flowcharts
- Audits

19

Proper Product Use

- New technology
- Most effective way to use it
- Vendor agreement for coming back
- Proper training
- Process owner
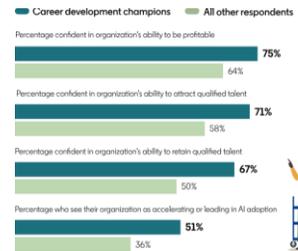- Reporting: are we getting our monies worth?

20

No Staff Development "Poor Resources"

- Improvement is difficult
- Staff is not capable of meeting the needs of the office
- No consistency
- Constant turnover

'Tell me and I forget.
Teach me and I remember.
Involve me and I learn.'

Benjamin Franklin

21

Learning report

Career development champions   All other respondents

Percentage confident in organization's ability to be profitable
75%
64%

Percentage confident in organization's ability to attract qualified talent
71%
58%

Percentage confident in organization's ability to retain qualified talent
67%
50%

Percentage who see their organization as accelerating or leading in AI adoption
51%
36%

- 2025 Workplace Learning Report | LinkedIn Learning

22

Position Descriptions

- Everyone knows and understands their role

- Something used during performance evaluations

- Reference tool

23

Performance

- Build a strong foundation.
- Establish boundaries.
- Create a communicative environment.
- Don't be a "second guesser."
- Help people be successful.
- Set the example/Be the example.
- Develop self-discipline

24

Performance Feedback

- Staff development tool
- Accountability
- Responsibility
- Specific areas for improvement
- Achievable personal goals

CULTURE IS NOT AN HR FUNCTION. IT COMES FROM THE TOP.
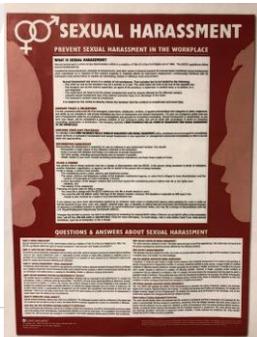
with LinkedIn

25

Compliance programs and enforcement

- HIPAA
- OSHA
  - Workplace violence
  - Infection control
  - The U.S. Department of Labor (DOL) has issued a temporary rule under the Families First Coronavirus Response Act (FFCRA) 1 APRIL 2020
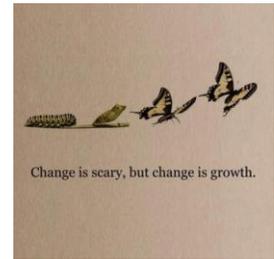 - Laser requirements
- Medical Fraud

Home : Occupational Outlook Handbook: : U.S. Bureau of Labor Statistics (bls.gov)

HOT WATER IS HOT

26

Dangerous Topic!

27

Lack of Experience

- Where is the training?
  - Staff develop program
- What is the way ahead?
  - Staff plan/vision
- No checklist or someone to ask questions
  - Create checklist for all key tasks
- Lack of leadership training
  - Plan leadership develop through reading leadership books and going to leadership training

Change is scary, but change is growth.

28

Lack of Professionalism

- How to change the culture into a more professional environment
- Performance feedback and accountability
- Put a positive twist on why professionalism is so important
- Leadership must define what is acceptable
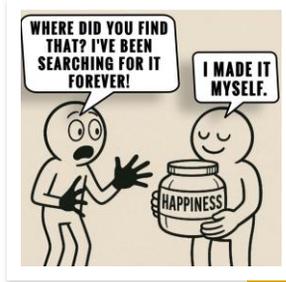- Reoccurring professional training

29

Bad Attitudes

- Visible leadership
- Leaders setting an example
- "Ashley" front desk
- Address what is wrong and quantify what is wrong and how to monitor
- Have enough staff – send someone home!

30

The patient experience

- Timely and informed encounters
- The desire to return should be desired
- From Check-in to check-out
- Premium customer service
- Competent staff handling
- Medical knowledge
- Patient education

WHERE DID YOU FIND THAT? I'VE BEEN SEARCHING FOR IT FOREVER!

I MADE IT MYSELF.

HAPPINESS

31

Patient Care Must Occur

- Check-in to Check-out
- Hand-offs
- Know patient's expectations
- Address the patient's lifestyle
- Verify customer satisfaction
- Quality products

32

Toxic Employees/Culture Stress

33

Appearance

- Clean and Bright
- No Clutter
- Current Point of Interest From Frame Reps
- Updated Décor, Not "Dated Décor"
- All Frames On a Frame Board or On Risers
- Frame Board Management

34

7 questions to keep your best people: the STAY interview

1. What do you look forward to every day?
2. What's most meaningful in your role?
3. What would you like to change?
4. What challenges are impacting your performance?
5. What would you like to learn?
6. What makes you feel valued?
7. How can I support you?

35

Resources

- 10 bad time management habits (and how to fix them)
- (12) The Damaging Effects of a Lack of Leadership in an Organization | LinkedIn
- The 12 Characteristics of a Good Leader | CCL

36

Thank you

martralyn@msn.com

37