

Managing Team Members (and Sometimes your Doctors)

Team morale, creating a positive work environment and dealing with conflict:

- Have clear expectations for each team member pertaining to their job title.
- Set the example at the top leadership for a positive attitude and teamwork. This means that as a manager you may need to step in and help when you are needed.
- Letting go a negative team member (even if they are amazing in their position) is sometimes necessary for the health of the practice and for team morale.
- Have a morning meeting that ends on a positive note like a fun joke or question and add team building elements into your monthly meeting.
- Be cautious of "toxic positivity".

Team member incentives:

- Consider a "surprise and delight" incentive system where the incentive is not counted on as part of a salary and is a true bonus.
- Determine what incentives your team best responds to and use that.

The importance of the doctor supporting the office manager:

- Before taking on an office management roll be sure that you and your doctor are clear about expectations, including the expectation that the doctor supports and backs up the manager.
- Open communication is key!
- Take your emotions out of the equation when situations arise.

Managing time-off requests, especially in the summer:

- Place a calendar in the break room that clearly states when a team member will be off and set the expectation that this is based on who requests the time off first.
- Require a 30 day notice and be clear from the date of hire what the guidelines are for time off requests.

Uniforms:

- Be sure that the uniform fits the "vibe" of the office.
- Set the expectations of the uniform from the first day of hire (pressed, clean and presentable).
- Consider having the back office team in scrubs or t-shirts and scrub bottoms with matching sneakers and the front office in business casual and have the cardigan or blazer for the front as well as the scrub in the back embroidered with the office logo.

If you enjoyed this episode please subscribe and share!

Anonymously ask a question or tell us your stories at www.practice-talk.com