

Creating and maintaining a positive work environment

Managing and minimizing the negative vibes

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Negativity in the workplace spreads like wildfire.



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Diagnose Workplace Negativity

Negativity is an increasing problem in the workplace, according to Gary S. Topchik, the author of *Managing Workplace Negativity*. He states, in *Management Review*, that negativity is often the result of a loss of confidence, control or community. Knowing what people are negative about is the first step in solving the problem. (by Susan Heathfield)

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First, ask yourself



- Are you, as a manager, complaining a lot at work? Be careful you are not adopting a “glass half-empty” attitude.
- Is there negativity coming from the providers? If so, how is that affecting the staff?
- How are we influencing others? We are here to set an example for others to see and follow.
- When there are poor attitudes and negative vibes at the top, it starts to flow downhill to the staff.

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Do not wait until the office blows up!



- As soon as you are aware of the office rumbling, talk with the employees to try and understand the problem.
- Be a good listener. You might not be able to fix the exact issue at that moment. Make sure you respond back with a solution, ask the employee to help with the solution, as soon as possible.
- You must address the negativity vibe quickly before it becomes a life of its own.

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Several Causes of Negative Vibes

- Some people thrive on disruption. It tends to make them feel better. However, most of the time, it is their lack of self-esteem and confidence and need to put others down to make themselves feel better.
- A misunderstanding fueled and perpetuated by employees spreading gossip without actually knowing what the real issue is.
- Lack of understanding a policy or job change. Instead of asking questions, it is just talked about in an unconstructive manner.
- Feeling of being unfairly treated and lack of respect.
- Perception (*definition*): a way of regarding, understanding or interpreting something, a mental impression.

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How can we minimize the negativity vibe?

- Make sure employees have a clear understanding of their job duties and responsibilities. Make onboarding and training a priority.
- Understanding their position will help them feel empowered and comfortable talking to management regarding improvements, problems, and solutions.
- As management, be consistent in your actions. Avoid favoritism. Be a leader and keep your attitude in check. Professionalism is key.
- Keep the lines of communication open!
- Get on top of gossip and negative comments.
- ***Do NOT keep problem employees!!*** If that one employee is the center of most of the conflicts and confusion, provide counsel, and if no improvement, terminate employment. Other employees will take notice that there is no room for disruptive staff in your practice.

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Creating positive work environment

- Creating a positive and healthy work environment not only promotes good morale and productivity but it has an impact on employee retention.
- Recognition-rewards and recognition is powerful for the practice. A simple, "***thank you***", goes a long way.
- Motivate your staff- be caring, coach and empower them.
- Promote good communication with your staff.
- Facilitate opportunities for learning and self improvement.
- Have a general place in your office to put words of encouragement, ask the question, What are you grateful for?

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Take aways

- Do not get discouraged!
- Keep your attitude in check!
- Handle the gossip train and negativity immediately!
- Be Consistent!
- Do not keep that employee who constantly stirs up trouble.
- Be a good listener and an encourager. Be a good example for others to follow.
- Recognize the good in people and let them know they are appreciated.

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Thank you



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Setting The Example & Motivating The Team

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Practice Consultant

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-Nothing To Disclose

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Motivating The Team

- Pay your people what they are worth. Know your market and refresh every year.
 - According to the Medical Group Management Association private practice healthcare workers are likely to not receive an annual review or an increase in pay.
 - 26% of engaged employees say they would leave their current job for just a 5% increase in pay
 - Set the calendar for an annual review and start the process 90 days in-advance of the review date to eliminate any stress on the process. Your team will know you have begun working on their reviews and will be excited to hear what you have to share with them

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Provide employees with a nice office

- Everyone wants to work somewhere they can be proud of
 - A nice office should be clean and tidy
 - You should have a good aesthetic outside and inside, including landscaping
 - Employees should have enough work-space to work to accomplish their work
 - A break room should be clean and inviting. It should be well stocked with coffee, water, cleaning supplies and a clean refrigerator
 - Signage should be up-to-date with the current providers and have a fresh look
 - Consider these low-cost perks; ice machine, water cooler, snacks, commercial coffee maker, good phone equipment, current computer equipment, seasonal treats such as popsicles in the summer and hot chocolate in the winter

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Encourage Happiness (no, really do this!)

- Genuine enthusiasm should be rewarded daily as this attitude is infectious
- Converse with your team and ask them if they actually like their work
- Consider a monthly one-hour strategy session where you talk “live” and “openly” about their workload and needs
- “All Hands” calls or meetings where everyone can ask the leader(s) live questions post receiving a practice update. These can be written by your Manager, HR Director and your doctors depending on your organizational chart.

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Do Not Punish Failure

- Making mistakes is part of our human culture
 - Encourage your team to try again
 - Provide helpful feedback as to why something will not work
 - Offer a mentor for the project or task to assist with learning
 - Never, ever speak poorly or down to an employee for making a mistake. Your team will see and feel this. It will set an extremely negative tone in your practice. Always remain professional. Everyone is looking to you for what is acceptable behavior.

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Set Clear Goals

- Consult your Mission Statement to help you define your goals for any period of time
 - Each year redefine your goals for the year ahead – the “We Will’s”
 - It’s “Okay” if you missed a few from the year before
 - It’s better to create one or two obtainable goals versus 40 that will never be accomplished
 - Communicate your goals clearly – consider a “Special Edition/All Hands” call for this
 - Consider a project board for your project tracking

Here’s a few options

- ❖ Easy Projects (.net)
- ❖ Monday.com
- ❖ Workzone.com

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Don’t Micromanage or Over Meeting

- Hire people who are capable and enthusiastic and let them work
 - 38% of employees in a recent survey from Inc. Magazine said they would rather take on unpleasant activities than sit next to micromanager
 - Provide clear goals and let your talented team work together to achieve success
 - The average professional wastes 3.8 hours in unproductive meetings every week
 - ❖ Create a reasonable meeting agenda and circulate in advance of the meeting by at least three hours
 - ❖ Only invite those who need to be there – let the others know they aren’t needed because you respect their time
 - ❖ Start and end the meeting on time

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In Summary

- Be the employer you would want to work for every day
- Slow down - exhibit stressless behavior to create a happy work environment
- Hire talent and pay them well. Remind them they are important with a regular review and increases/bonus
- Review your mission and vision statement and make sure it matches your daily work

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