

Acknowledging Successes & Mistakes

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Virtual Practice Management Workshop
JULY 23-24, 2021

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“Failure is simply the opportunity to begin
again, this time more intelligently”
- Henry Ford

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Acknowledging Success

- Personalize your acknowledgment of success
 - Consider the team or individuals personality and preferences
 - Praise is a direct reflection of a contribution or performance and should be treated as such
 - Rewarding someone with Starbucks Gift Cards isn't always the ticket
 - Make sure recognition is at the heart of the consideration on how to reward them
 - If an employee makes a mistake they are likely going to be redirected. The same should be applied for success in reverse. Celebrate success.
 - Recognition and reward is crucial for building confidence and maintaining a positive environment.

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Quick & Easy Ways To Reward Success

- A compliment on how well an employee performed in any situation
- A "Thank You" for going above and beyond
- "This is great", let's save this and use this one in the future"
- "Wow, great job on that assignment/call/patient"
- "I appreciate you"
- "You exhibited a lot of emotional intelligence on that"

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Bigger Ways to Acknowledge Success

- During a team/staff meeting
- On a company email
- Take the employee to lunch or dinner, invite their family
- A gift that is personalized for them (\$50 is a good amount to spend)
- Celebrate with something for the entire office to acknowledge this person or team's success. Good ideas are an ice cream party, an after work social, bring a food truck to the office for lunch or a snack, give everyone a small gift card for a local business, team field trip

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Mistakes..... Aka Performance Failures

- Bad work should not be hidden
- Use failures to recognize innovation
- Applaud employees who ask for help, or who speak up for help on tackling a project
- Do not use phrases such as “we want to see more of this”
- Do not insinuate that employee's good enough efforts, aren't good enough
- Humans are not like computers, we are not meant to run at high speeds continuously, for long periods of time

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Find the Behaviors that are Important to Your Practice

- Your employee behaviors and performance should be tied with your mission statement
- Exhibit this behavior personally with your team
- Develop performance metrics – you cannot fail or succeed if you don't understand the goal
 - A phone call should last no more than seven minutes
 - Checking-in a patient is a five-minute process
 - A patient should not wait to be called back longer than 5 minutes without an update from a team member

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In Summary

- Celebrate success big and small
- Be timely and bold in recognizing success
- Acknowledge mistakes but do not squash innovation
- Don't allow for excuses or passing the buck
- Teach your team how to own their successes and mistakes without fear
- Always find a way to say "Thank You"

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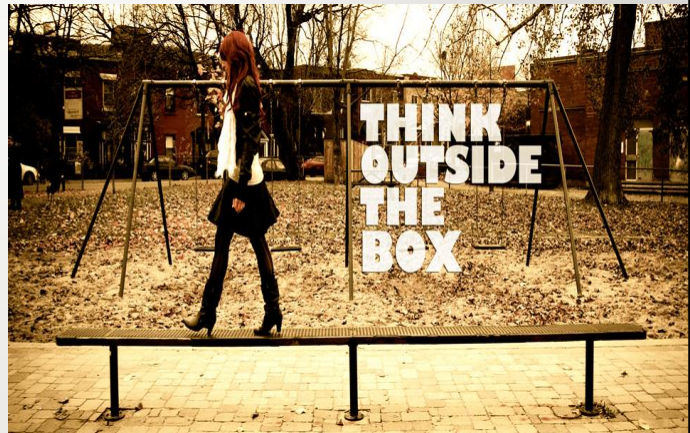
2021 AAAAI Practice Management Workshop

LEADERSHIP SKILLS FOR PRACTICE MANAGERS

HELEN COMBS

JOHN MILEWSKI, FACMPE

Embracing change/thinking outside the box

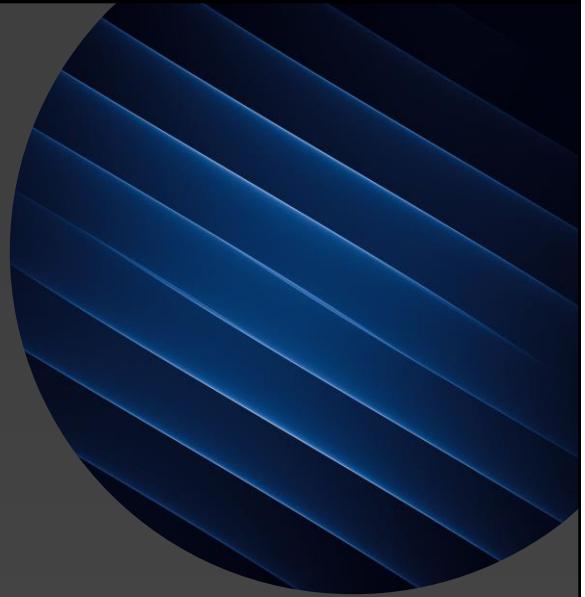


“Objective today”

Leadership

Inspire you to tackle change

Provide confidence to think outside the box..



Leadership vs Management

- Lloyd Lewan – To be a Leader
- Leadership is Qualitative, and Management is Quantitative.

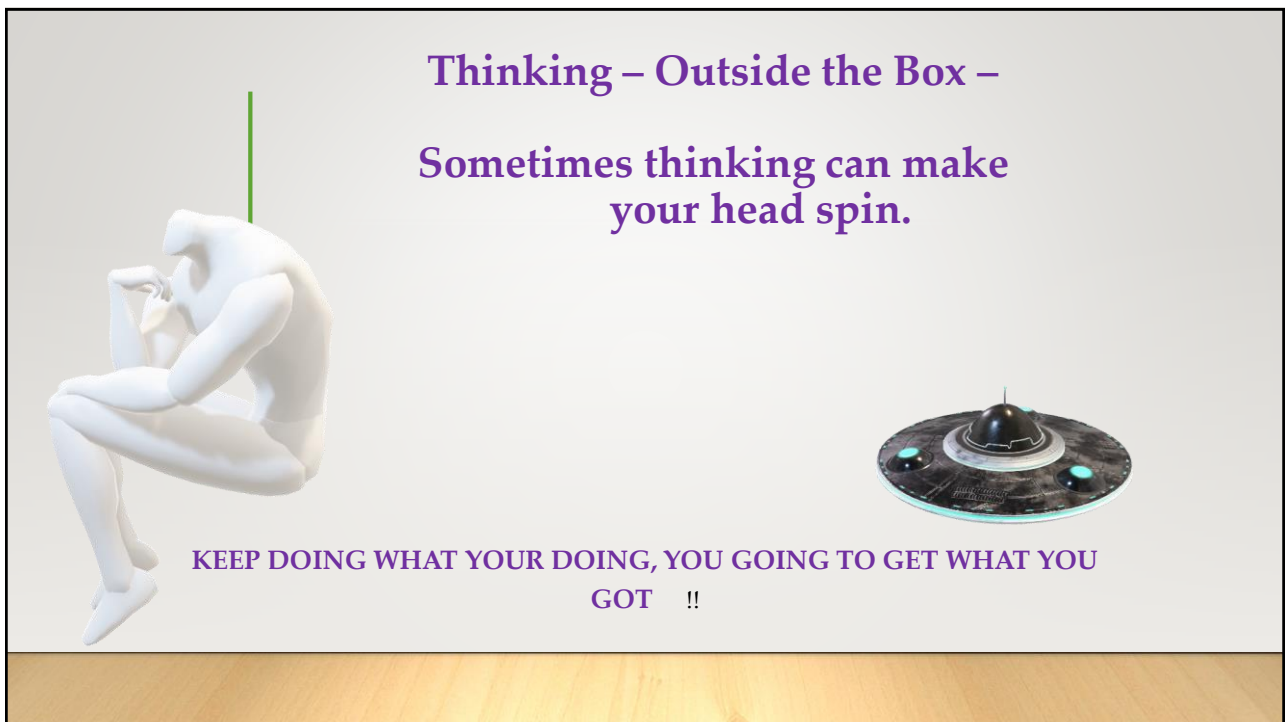


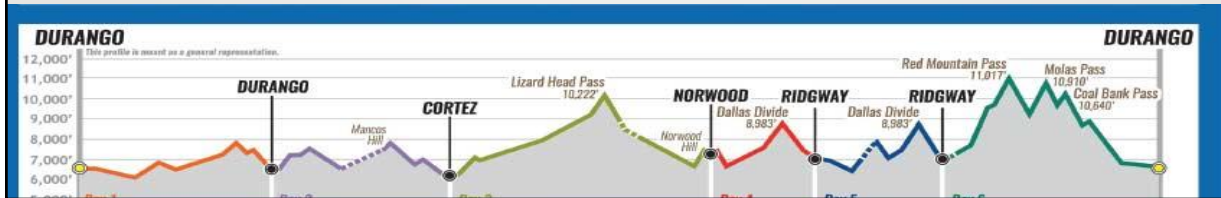
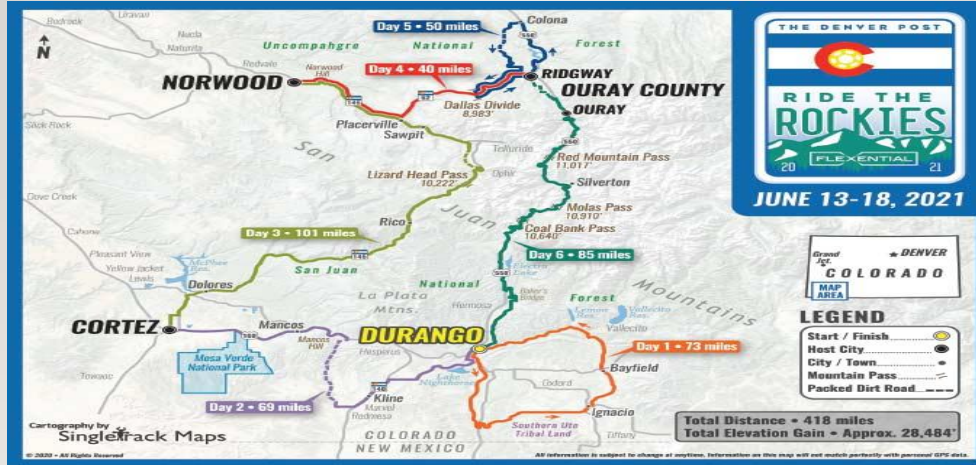
- Leadership -

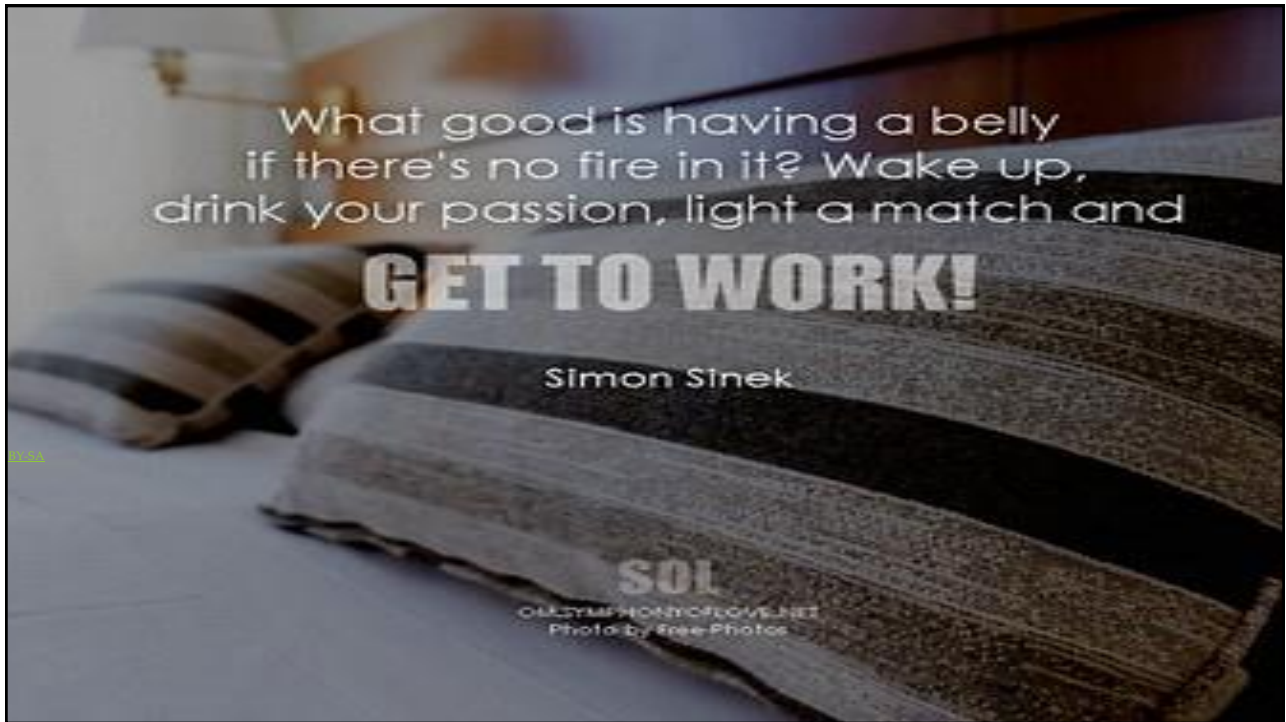
- Great leaders don't set out to be a leader... they set out to make a difference. It's never about the role, always about the goal.



COVID –
Impact-
Embracing
Change – A
must to stay
alive!







- Courage -

- “Courage isn’t the absence of fear, it’s the choice that something else is greater than that fear”
- Theodore Roosevelt



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Networking – Intentional -

1. Attend Business Networking Events -Have Fun!
2. Choose a Goal
3. Get Social in Your Off Hours
4. Know Your Worth- (elevator speech)
5. Identify Conversational Icebreakers
6. Bring a Buddy
7. Overcome introversion
8. Find a Reason to Follow Up
9. Don't Be Negative
10. Don't Be Selfish



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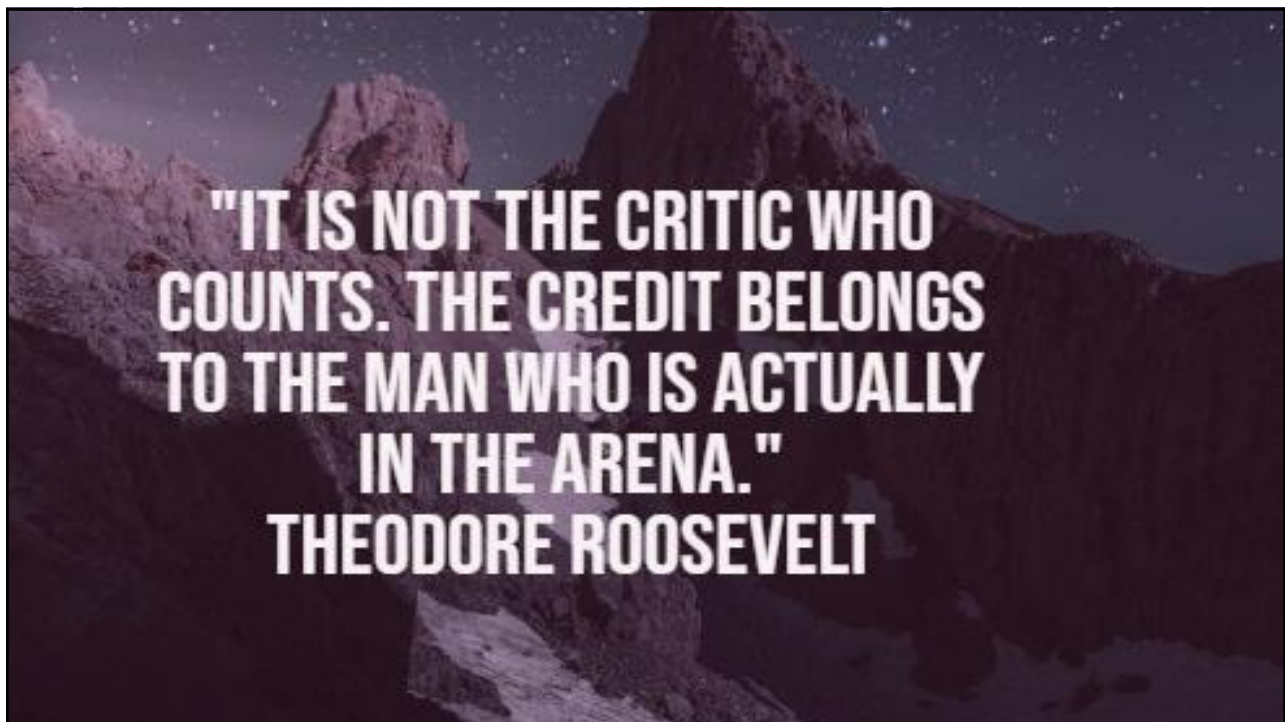
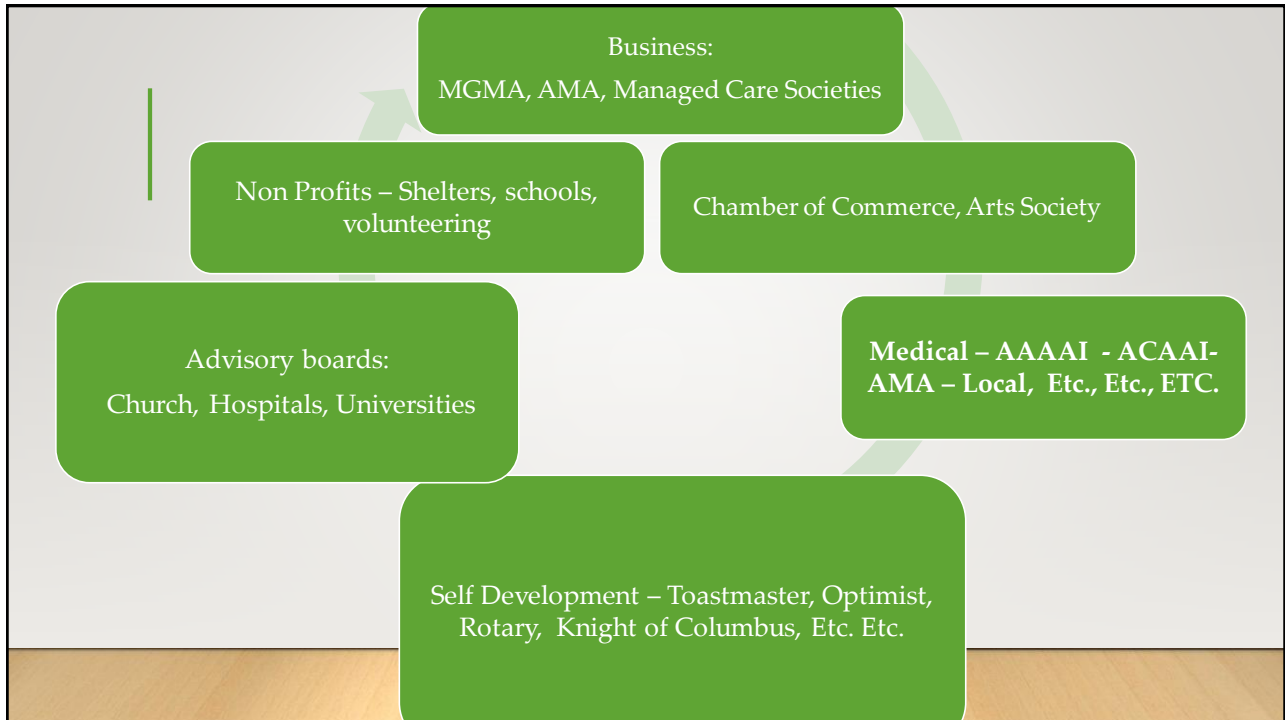
www.livelearnbetter.com

What is an Advisor?

- A Peer - who has great perspective
- A friend – works in your profession
- Your internal office team
 - You cannot do it all yourself
- Need to lead the process.
- A mentor
- An outside consultant



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John Maxwell – Intentional

- “if you don’t prepare you will repair”...



“The pessimist complains about
the wind. The optimist expects
it to change. The leader adjusts
the sails.”

John Maxwell

Wrapping Up:

- Thinking outside the box
- Leadership – Create change and make it happen
- Create a Zone – to think and embrace change
- Fire in the Belly – Get to work
- Networking – Finding an advisor:
 - Be intentional
 - Courage
 - Get out of your comfort zone!

