Acknowledging Successes & Mistakes

Helen Combs
Practice Consultant

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

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”
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

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
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

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”
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!
Embracing change/thinking outside the box

Thinking – Outside the Box –
Sometimes thinking can make your head spin.

KEEP DOING WHAT YOUR DOING, YOU GOING TO GET WHAT YOU GOT!!
Food for thought! - Create the Zone!

GET OUT OF THE DAY TO DAY!

- Hence, what are hobbies?
- Do you balance fitness into your lifestyle?
- Do you volunteer outside the home?
- Do you seek out friends and become vulnerable?
- Do I bring in a business consultant, or hire a professional coach?
- Do you seek Professional Development in your life?
  - Classes or listening to Podcast on management, technology
Embracing change/thinking outside the box

Networking – Finding your Advisors

ENJOY THE JOURNEY!!
- Courage -

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

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
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
Business:
MGMA, AMA, Managed Care Societies

Chamber of Commerce, Arts Society

Non Profits – Shelters, schools, volunteering

Advisory boards:
Church, Hospitals, Universities

Medical – AAAAI - ACAAI-AMA – Local, Etc., Etc., ETC.

Self Development – Toastmaster, Optimist, Rotary, Knight of Columbus, Etc. Etc.

"IT IS NOT THE CRITIC WHO COUNTS. THE CREDIT BELONGS TO THE MAN WHO IS ACTUALLY IN THE ARENA."
THEODORE ROOSEVELT
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!