

Professional Work Attitudes

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Objectives

- Review positive attitudes that aid a professional work environment
- Review attitudes that cause negative work environment
- Discuss ways to turn the bad attitudes into positive ones

Quote

- "Great companies are comprised of great leaders and great followers with a passion and a purpose to excel"

Lynn E. Lawrence 2013

Work Personalities

- Lion – will eat everyone
- Lamb – hates confrontation
- Warrior – ready to fight
- Cheerleader – wants everyone to be happy all of the time



In chorus with the team

- It is very important for everyone on the team to have a sense of importance and for the rest of the team to identify their individuality and the importance of the "TEAM"



Mental Health

- Some people really need help
- Some are already medicated
- Handling stress is a must in the healthcare profession
- I make a difference



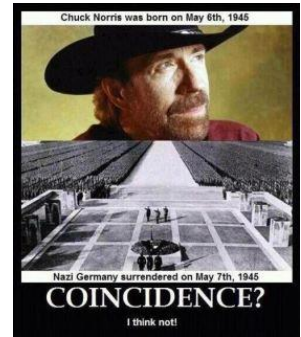
Prayer Really Works!

- Faith is a very powerful tool
- Failure to have faith in those you are involved with daily is hazardous
- This applies to leadership and staff



Part of the problem or the solution

- Rarely is an office perfect, and there will always be problems
- Not all problems have immediate solutions
- Problems are opportunities for professionals



Be positive

- Being positive gives you energy to perform
- Encourages others
- Can be contagious
- Makes you stand out in the crowd
- Makes you feel that you can do anything



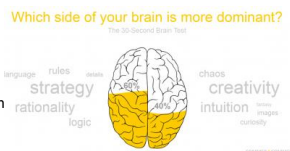
Dread or being negative

- There is nothing exciting in dread
- Takes a lot of energy
- Sucks energy from those around you



Desire to learn

- Professionals are in a constant state of learning
- Those with a desire to excel must continue to learn
- Don't wait for someone to open a door, find your own



Pride

- Every task has to be done correctly, no matter how small
- Happy to be a part of the team or the team should be happy that I am on it
- There are positives and negatives to everything
- I was made to do this job



Opinions

- America, you have the right to
- Respect the rights of others
- Perspective matters
- Listen before you speak



Respect for Authority

- You don't always have to agree with leadership, but be very careful how you project your disagreement
- Leaders must develop a united front for the staff, failure here could be critical for the "TEAM"



Thoughts of others

- What does your world look like from the outside of the aquarium?
- Is your perspective reality?
- Is your perspective professional?



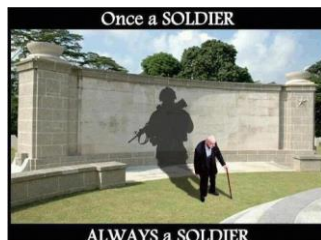
Don't be a know-it-all

- Be eager to learn
- Assist others in learning
- Build the team
- Create an environment of learning



Treat all patients with CRS

- Courteously
- Respect
- Sensitivity
- They are in your care
- Share the story of the War Hero



Stress is a part of Work

- Handle it, don't let it handle you
- Take a walk and never let anyone know that got in there and rattled your brains
- Always find a way to improve the situation

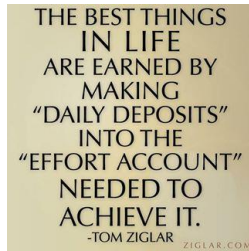
ANTI-STRESS KIT



Directions:
 1. Place on FIRM surface.
 2. Follow directions provided in the circle.
 3. Repeat until you are Anti-Stressed, or become unconscious.
more fun graphics PDF files at www.GOPFUN.com

Support for the leadership

- The concept for support is a two-way street, if you cannot support your leadership, you are working in the wrong place and if leadership cannot support their followers, they are not true leaders



Don't send the docs on a strike

- Doc and staff work together, but ultimately the staff must understand they support the providers of healthcare
- Doctors and staff cannot be adversarial to one another



It's not your job? Caution!

- Correcting a co-worker
- Making policy
- Pointing out all of the offices short comings



Follow the rules until they change

- Not every rule makes sense or is easy to follow, but change the rules before you change following to reduce confusion
- Only post or publish rules you can enforce



Give birth to new ideas

- Support the ideas of other team members
- Think outside of the box
- Be innovative
- Work within the budget



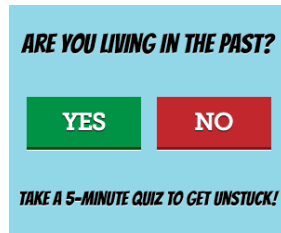
Generational Differences

- Age Respect
 - Up
 - Down
- Differences can be used to enlighten the team, find something to embrace about the other generation



Your own worst enemy might be:

- You
- Your attitude
- Your approach
- Your timing



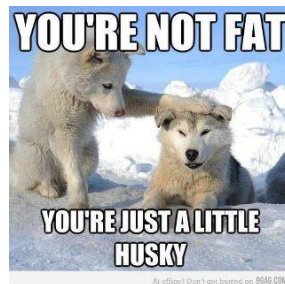
Think a lot

- Every idea is not a good one
- Every idea is not a bad one
- Test period can prove all theories



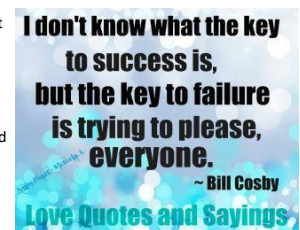
Watch out for others feelings

- Terminology
- Forgive quickly
- Don't be overly sensitive, but if you don't like something talk to the person away from the group



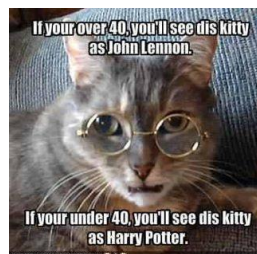
Stay team focused

- Beware of individuals that do not focus on team development
- Your actions either develop the team or tear the team down
- Be mature in all your actions and responses



Remember Generational differences

- The younger generation is more tech savvy than the older generation
- The older generation wants to solve all of the offices problems
- A professional finds a way to make the best of every team member



Everyone makes mistakes

- If you never attempt anything, you will never make a mistake and never accomplish anything, but those that are involved in continuous process improvement will eventually make a mistake or two

A life spent making mistakes is not only more honorable but more useful than a life spent doing nothing. ~George Bernard Shaw

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Cautions

- Judging others
- Not giving new ideas a chance
- Always criticizing
- Never wanting to do something new



Be kind to the Office Manager

- Life is lonely at the top, so give your leadership a break
- Smart workers take work off the bosses desk
- Kindness is a pleasant medicine



Office Problems Transparent

- Customers are looking for a professional high quality, high performing teams to render them medical care
- Your office should always protect its reputation from public scrutiny



Perspective is important

- Your view on any situation is critical
- How you handle any given situation will allow others to grade your professionalism
- Professionals are NEVER allowed excuses for poor behavior



You need to move forward

- Things happen, people make mistakes
- Some people do mean things and they really didn't mean to target you
- Don't allow the past to be an anchor that keeps you from the best future you could have



Be honest at all times

- The truth will come out
- Failure to execute the truth will put your professionalism on trial
- Tone is always important, be sincere and soft spoken when possible



Treat Co-Workers with CRS

- Courtesy
- Respect
- Sensitivity
- At all times, never lower yourself to communicate with anyone



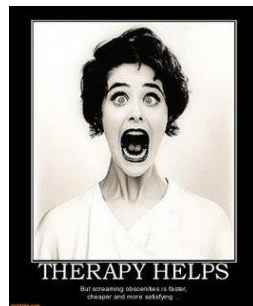
Have courage

- Professionals will be courageous even when it is not easy
- It the crowd is going in a positive direction, it is easy, but if they are heading for danger, professionals will be the "Watchmen" that will attempt to warn them

**It's easy
to stand with
the crowd.
It takes
Courage
to stand alone.**

Find a stress a productive stress reliever

- This is not in front of the staff or patients
- Sometimes a walk works
- If you are always stressed out, self-check



Meetings

- Disagree politely
- It is okay to be silent at times
- Never say no to the boss' ideas, give options



Meet deadlines

- Get organized now!
- Give updates and feedbacks
- Never have your supervisor looking for you to update them on a task you were given



Get to know your team

- Team building opportunities
- Lunchtime
- Staff outings
- Office training
- Be there or be square



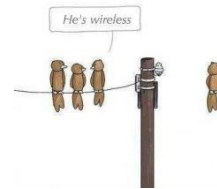
Bragg on your team

- Give kudos as often as possible
- Help/assist each other
- Destroy back biters or anyone who puts downs your team mates



Embrace new ideas/technology

- Be creative
- Support new technology
- Embrace HER
- Lean forward
- Exhibit Hall is for everyone



Minding Your Business



Have a great day

- Catch the big one
- Seize the day/don't let it seize you
- Remember to look forward to something positive



Think before you speak

- You cannot take back mean or hurtful words
- Consider your ways, that is what you will be held accountable for
- Mean what you say



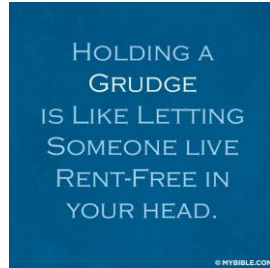
Joking and Sarcasm can cripple

- Don't be inappropriate
- If you are unsure if it will hurt, don't say it
- Be very careful around customers



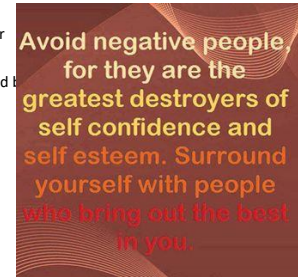
Attitude Towards Others

- Forgive quickly, uses less energy
- Unforgiveness has serious consequences
- Freedom in positive thinking and always expecting the best



Negativity

- Unhealthy for the originator
- Unhealthy for those affected by it
- Has no benefit and waste valuable time



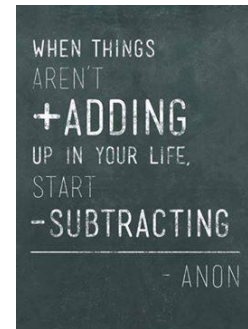
Never give up

- Winner are not whiners
- Quitting is not in the vocabulary of a winner
- It takes a winning attitude
- Someone is counting on you



Turning Negative Into Positives

- Mentorship
- Request regular feedback
- Lifestyle change
- People who surround you



Getting Ahead

- Your attitude must reflect where you want to be in the organization
- You must know and do what it takes for advancement
- Learn how to follow, before you attempt to lead



Review

- Review positive attitudes that aid a professional work environment
- Review attitudes that cause negative work environment
- Discuss ways to turn the bad attitudes into positive ones

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Thank you