

EyeSystems



Building A Strong Team

Being A Strong Team Member

10 ACTIONS FOR LEADERS

A *Leader* is one who
KNOWS THE WAY
GOES THE WAY
& **SHOWS THE WAY**
- John C. Maxwell

10 Leadership Actions

1. Create an Atmosphere



10 Leadership Actions

2. Surround yourself with people who share your values.

ONCE YOU LET
GO OF NEGATIVE
PEOPLE, POSITIVE
ONES APPEAR.

10 Leadership Actions

Activity – 6 Levels of Delegation



3. Delegate

10 Leadership Actions



4. Pay Your Staff Well

10 Leadership Actions

5. Clearly Communicate Your Expectations



Clear communication
doesn't happen
by chance.

10 Leadership Actions

6. Deal quickly with conflicts



10 Leadership Actions

7. Understand the strengths and challenges of your staff.

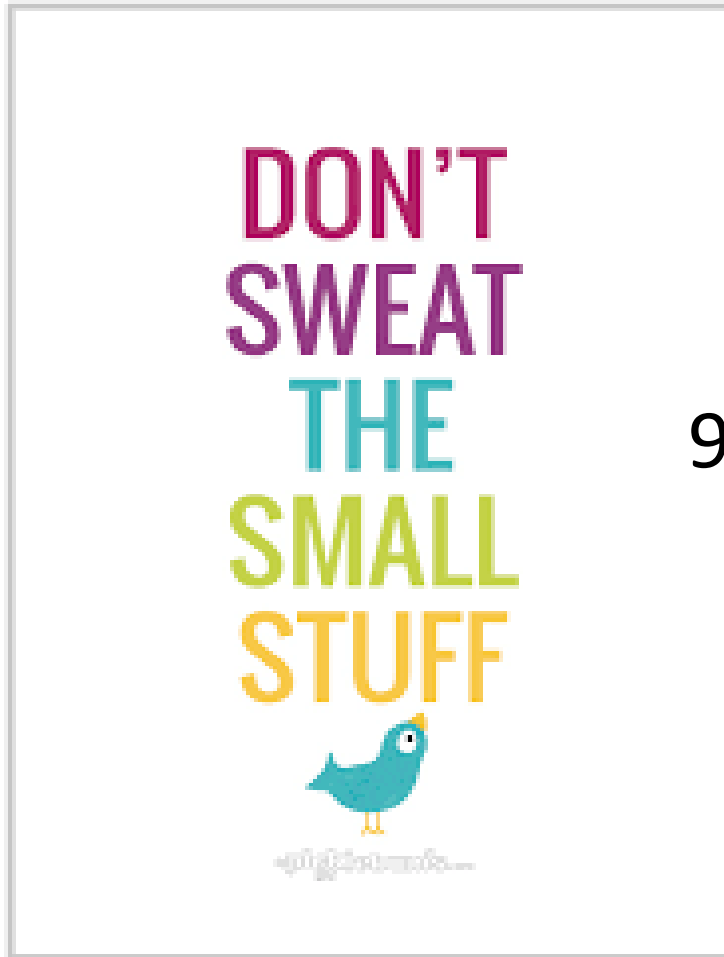


10 Leadership Actions

8. Avoid micromanaging



10 Leadership Actions



9. Don't sweat the small stuff.

10 Leadership Actions

10. Listen to your team.

“Most people do not listen with the intent to understand; they listen with the intent to reply.”

Stephen R. Covey

(1932-2012)

InspirationBoost.com



10 ACTIONS FOR TEAM MEMBERS



10 Staff Member Skills

1. Free Your Team Leader
What can YOU do?



10 Staff Member Skills



2. Be Proactive
Prevent issues

10 Staff Member Skills

3. Be Open and Non-defensive

Listening exercise



10 Staff Member Skills

- 4. Take Pride in Your Team
 - List why each person is great for your team

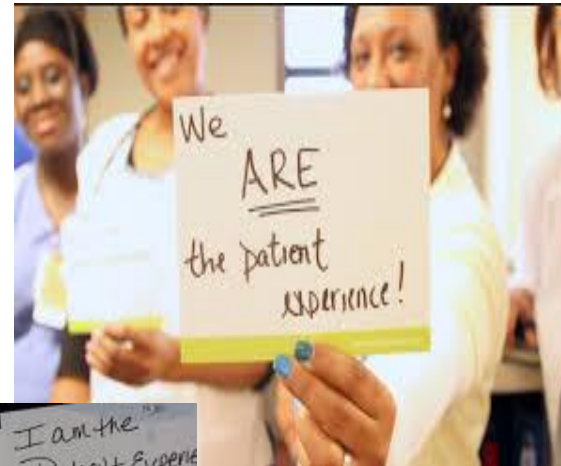


10 Staff Member Skills

5. Care about Your Patient's Experience

Patient Experience:

"The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care."



Original Thinking

Unique Solutions

10 Staff Member Skills

6. Cultivate Positive Co-worker Relationships



10 Staff Member Skills

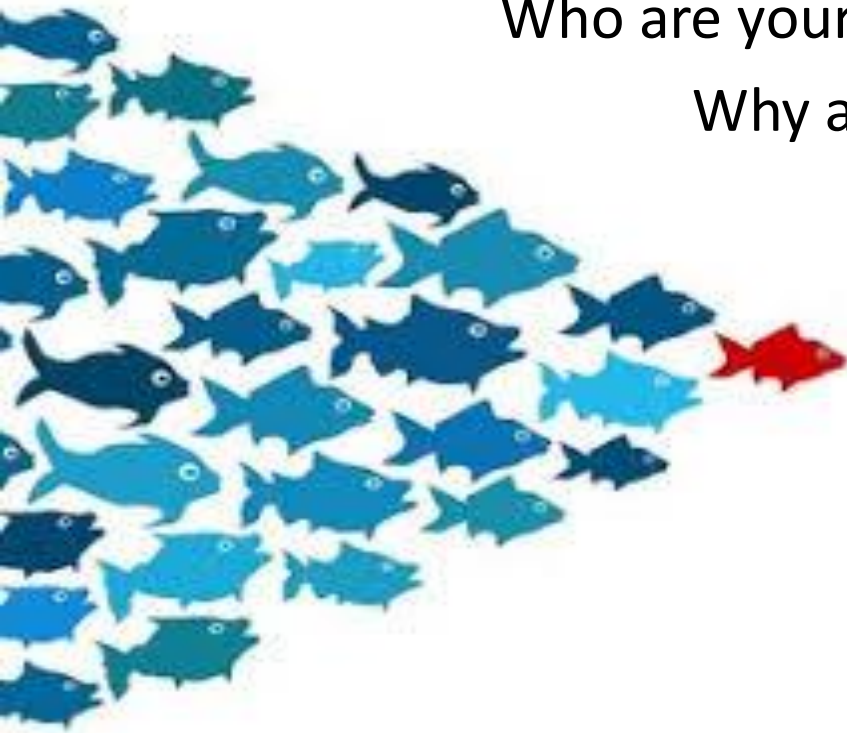
7. Adapt to the Style of your Leader

Who are your leaders?

Why are they leading?

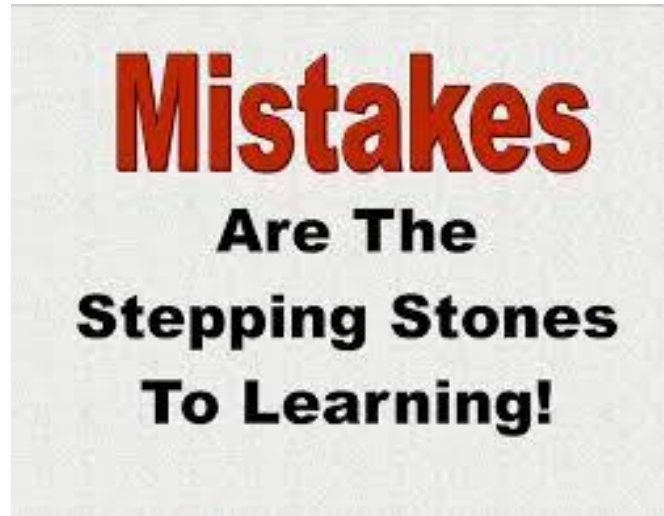
Are they in the right role?

How are they different?



10 Staff Member Skills

8. Own your Mistakes – Don't Make Excuses



10 Staff Member Skills

7 ways to show you're

All About RESPECT



<p>All About RESPECT</p>	<p>R RECOGNIZE That everyone is different</p>	<p>E Empathy is to LISTEN & connect</p>	<p>S SELF-Monitor think FIRST</p>
<p>P Personal SPACE GIVE a little room.</p>	<p>E Earn TRUST through your ACTIONS</p>	<p>C Cheer on others and their SUCCESS</p>	<p>T treat everyone as an Equal</p>

9. Deal Respectfully with Co-workers

10 Staff Member Skills

10. Give positive feedback – avoid negative

What CAN you do?



QUIZ TIME

- Survival Quiz

