



# Staff Leadership

## Developing Great Practice Leaders, Creates a Great Team

Tami Franklin, CPOT, ABOC

Vision Source

Senior Director

Staff Learning & Development





# Role of leadership

- Sets the tone for the team

- Controls the environment

- Protects patients and staff

- Must be responsible for all



- Both staff/patients look to you

A leadership role is one where you oversee a team or entire organization. You influence others and guide your team in a shared strategy. You're also responsible for building and maintaining employee morale, helping employees reach their full potential and inspiring employee loyalty.





# Look for the personality/traits of a leader.

Communication

Influence

Positivity

Drive to gain trust by all staff



# Treat both patients/staff

- Courteously
- Respectful
- With Sensitivity



# What is your culture?

Culture is the core to a great workplace!

Who is responsible for creating a great culture?

**The Team!!!!**

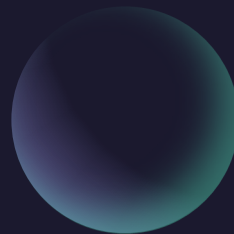
You, doctors & your patients, however as your practice grows and you have a practice administrator, CEO, etc. – their responsibility is to keep everyone accountable for a GREAT CULTURE!

Build the framework!



# A practice leader must make sure all team members understand

- The practice mission
- Excellent patient care
- Staff training protocol opportunities & requirements
- National certification
- That the team supports each other & mentor each other





Staff Leaders need to develop themselves to duplicate what they learn to the team



- Personality Understanding
- Conflict Resolution
- Communication Skills





# Different types of People & Personalities

- Know-it-alls
- Passive people
- Dictators
- Spectators
- Yes People
- No People
- Grippers
- Gossipers
- Problem causers
- Problem solvers



# Communication

- Eye-to-eye contact
- Language
- Tone
- Elements of communication
- Listening skills
  - Listen first to patients & staff
  - Repeat what is heard
- Non-verbal
- Actions speak loudly



# Develop your leaders!!

- Look for opportunities for them learn
- Look outside our industry
- What are opportunities in your community or surrounding communities
- Community Colleges



# Increased job satisfaction

## More staff step up to be leaders

- People are looking for advancement
- People enjoy seeing success
- Staff development of leaders in the practice creates a culture of creativity along with responsibility
- Along with responsibility comes pride in their “career”
- Developing practice leaders promotes from within the practice





# Great Leaders.....

- **Set... Limits**
- **Use... Subtle Calming Voice**
- **Be ... Mindful of your Perceived Body Language**
- **Try... To place yourself in *their* situation**
- **Do... Allow patients/staff the opportunity to offer solutions**
- **Be... An “Active Listener”**
- **Be... Sympathetic**
- **Do... Offer Hope**
- **Know.. When to “cut your losses” and release patient/staff**
- **Do... Contact authorities/police *without delay* when necessary**





# Leaders must “lead”

- Leaders must tend to the “weeds” and show leadership
- Be Consistent
- Room for Leniency
- Must require Accountability



As you are beginning you look for those projects

- That you are currently performing that can be delegated
- Projects that need a team effort
  - Look for a lead on each project (this strategy will continue after you have named leaders)
  - Multiple projects with different leads – (Not busy work, truly projects that make a difference for the practice & team)

# Delegation – Trial Projects



# Schedule Follow up Accountability for the projects

Clear Goals – the why

Timeline

Reporting/Follow-up in the  
group setting for  
communication







# Summary

**Find those leaders within your practice  
OR be one of those leaders.**

**Great leaders create great leaders.**

**Jot One Note – How can you be a leader? OR  
How can you develop a leader?**

# Thank You

Tami Franklin, CPOT, ABOC

Senior Director

Staff Learning & Development, Vision Source

[tfranklin@visionsource.com](mailto:tfranklin@visionsource.com)

