



EyeSystems

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Everyone Should Know

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Life Skill

1. Take responsibility –

- If you made a mistake, admit it.
- Quit making excuses – apologize then try to prevent it.



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2. Be able to receive criticism

- ❖ This is not easy, no one likes to be criticized but if you can accept the information without argument and learn you will go far.

Accepting Criticism



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3. Know how to engage in conversation

- ❖ Getting to know someone else is a real-life skill. You'll make friends, build relationships and have a better-quality connection. First step, ask the person something about themselves.

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Life Skill

Ask for what you want in life, take risks, don't be afraid of failure, you will never get what you want if you never try, so just do it.

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4. Ask for what you want - the answer may be no, but it could be yes.

- ❖ Think through what you want then ask for it simply and clearly.
- ❖ Do avoid too many details.
- ❖ Don't beat around the bush.

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5. Keep your promises


- ❖ If you say you will be to work, show up. If you offer to help a co-worker, do it.
- ❖ The ability of others to trust you will impact your entire life.

**A promise means
EVERYTHING
But once it is broken,
sorry means
NOTHING**

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6. Communicate effectively

Examples:

- ❖ Don't be the first person to voice an opinion – if you always give input – you dilute your value.
- ❖ Be the first person to voice an opinion if you are timid and often listen to someone else receiving praise for something you thought too.


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7. Be resilient

- ❖ It's OK to fail. If you learn from those mistakes.



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8. Have good table manners

- ❖ Chewing loudly, eating with your mouth open, licking your fingers or utensils, speaks to your social skills, even in the lunchroom of your office.
- ❖ It can hold you back from being promoted if people view you in a bad light.




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9. Live within your means

- ❖ Luxuries are wonderful but not if you can't afford them. Don't expect to be paid based on how much you want to spend.




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*All Rejection
Is Just
Re-direction*



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10. Deal well with rejection

- ❖ Sometimes others are more qualified or suited for a position. Rejection is rarely personal. Learn, try harder and maybe next time you'll succeed.

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11. Continue to learn without a teacher

- ❖ Learn something new everyday wherever you can. Don't wait to be told or taught. Seek it out yourself.

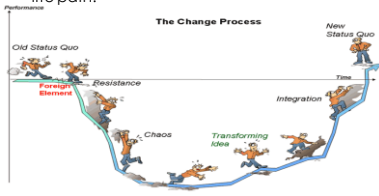


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Life Skill

12. Accept change – it's a good thing

- ❖ You never know where opportunities will come from, say yes to every good offer, follow your life path.



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13. Make decisions



- ❖ You have 15 seconds before you will fall off the cliff...what would you decide?

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14. Promote yourself

- ❖ Why should we hire you? What do you bring to the team? How are you unique? List three things right now...

AT THE HEART OF
PROMOTING YOURSELF IS
TELLING YOUR STORY


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15. Negotiate

- ❖ The best tip is to begin with a positive, "yes" answer question. "Our goal is patient satisfaction, right?"



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16. Listen without speaking

- ❖ The single best piece of advice you will ever get is ... shut up and listen!



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17. Answer the phone well

- ❖ How do you want to sound to a patient?
 - ❖ Friendly?
 - ❖ Knowledgeable?
 - ❖ Helpful?
 - ❖ Harried?
 - ❖ Bored?
 - ❖ Incompetent?

Only you can control your behavior.




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18. Replace a screw in a frame

- ❖ This takes some practice, but everyone can put in a screw. Now finding the right one...see patience.




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19. Schedule a patient for an appointment

- ❖ This is more complicated than you might expect, if everyone knows the details, we can better support each other and our patients.

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20. Insert and remove a soft contact lens



❖ If you fear it, so will your patient.

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21. Basic patient prep

❖ Understanding your profession is key to patient satisfaction. Knowing what each patient experiences will make you better in your career.

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22. Connect with a patient

❖ This will make your day so much better. Have an impact on people's lives for the better.



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23. Patience

❖ Good things don't happen overnight, they take work and perseverance. What can you learn along the way? It's the journey not the destination



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Conclusion

Don't strive for perfection, just do your best. Everything in life is ever revolving to be perfect.



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