



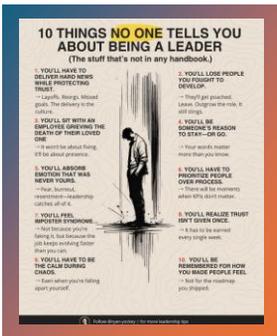
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Objectives

1. What Not To Say At Work
2. Absent Leadership
3. Lack of teamwork
4. Poor time management
5. Lack of Organization
6. Culture Stress/Toxic Employees
7. Lack of Staff Development
8. Lack of experience
9. Lack of professionalism
10. Audience Involvement

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Leaders must be present!

- Leadership is challenging!
- What sets the direction and pulse of the practice is the leadership
- Must be focused
- Must accept accountability
- Must hold others accountable
- Must be decisive
- Must be aware of what is going on in the practice

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Team Building

- T-Together
- E-Everyone
- A-Achieves
- M-More

• There is no I in team it requires everyone to be working together to be a successful team.



Warren Buffett
@tswarenbuffett

Surround yourself with people that push you to do and be better. No drama or negativity. Just higher goal and higher motivation. Good times and positive energy. No jealousy or hate. Simply bringing out the absolute best in each other

9:59 PM · 11 Jun 18

617 Retweets 1,014 Likes

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9 Things Not To Say At Work – Dr. Miro Bada

- That's not my job!
- I don't get paid enough for this!
- My last office/company did this better!
- That's impossible!
- Who messed this up?
- They'll never notice!
- That's not my problem!
- I can't work with them!
- It's not fair!

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Why Not Say These Things? – Dr. Miro Bada

- That's not my job! Screams inflexibility!
- I don't get paid enough for this! Makes you look entitled!
- My last office/company did this better! Living in the past!
- That's impossible! Defeated attitude/lack creativity and problem solving
- Who messed this up? Creates a "blame-culture", fosters toxic environment
- They'll never notice! Reveals dishonesty, undermines integrity and trust
- That's not my problem! Shows lack of ownership, you are not a problems-solver
- I can't work with them! Shows poor adaptability/teamwork ability, suggest you a difficult to work with
- It's not fair! Sounds childish, suggest that you cannot handle workplace realities

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Collaborative Team Case Study

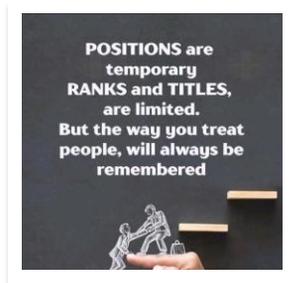
- Retinal photos: how to utilize efficiently?
- New protocols put in place with staff input
- Screening photos standard procedure
- Increases efficiency and patient flow
- *If staff participate in decisions, buy-in is built-in*



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Leadership Awareness

- Understands the vision and can influence others to follow
- Knows the value of collaboration
- Has integrity
- Leads out front
- Goal driven and can accomplish them
- Effective communicator
- Professionally leads in the good, bad, and ugly times



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TOP 10 LEADERSHIP MISTAKES (AND HOW CEOs CAN AVOID THEM)



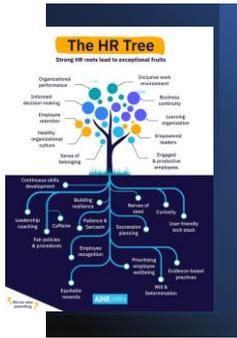
Absent Leadership

- Team impact:
- Unclear vision and direction
 - Ineffective decision making
 - Lack of accountability
 - Productivity
 - Missed opportunities/work stagnation
 - Opens the door to chaos and reduces efficiency
 - Role ambiguity

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Miscommunication

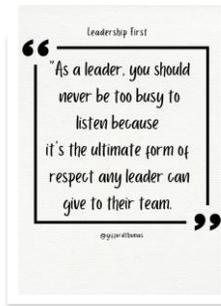
- Confusion and disruptive culture
- Frustration
- Lack of consistency
- Lack of efficiency
- Potential safety factors
- Morale issues
- High turnover



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Communication

- Reduced confusion and a less disruptive culture
- Reduced workplace frustration
- Increased consistency
- Greater efficiency
- Healthier safety practices
- Higher morale
- Reduced turnover



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Category	Practice Goals
Cost of Goods 25%-33%	26%
Salaries & Benefits 15%-22%	18%
Occupancy Expenses 4%-8%	6%
Marketing 2%-5%	3%
General Office 6%-9%	7%
Total expenses (58-60)	60%
Net earnings (38-40%)	40%

Practice Goals For everyone!

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Lack of Teamwork

- Factions are formed, battle lines are drawn
- Communication stops, suspicion rises
- Sharp drops in productivity and efficiency
- Collaboration and innovation are next to impossible
- Low morale, no team cohesion and a big waste of time



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The Importance of Teamwork

- Research shows that collaboration problem-solving leads to better outcomes
- People will take more risks to get things done if they have team support
- Working on a team inspires personal growth



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Maintaining the team

- Why is it difficult for some offices to maintain a top performing team?
- What is your role at maintaining the team?
- How do you take on your responsibility on the team?



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Poor Time Management

1. Not setting concrete goals

The purpose of goal-setting is to help you understand what you're working towards.

When you don't have a clear goal, it's hard to distinguish an important task from a distraction. As a result, you may end up neglecting tasks that are crucial to your progress.

How to fix it

One way to achieve effective goal-setting is to break large projects into smaller tasks and set a clear goal for each one. To create an achievable goal, try the SMART method.

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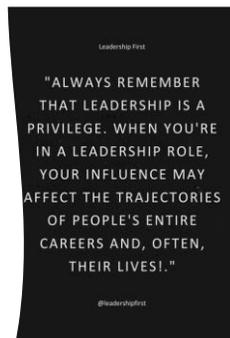
Time Management

- The consequences of poor time management can include:
 - **Reduced Efficiency:** Working long hours but accomplishing little due to poor planning.
 - **Overwhelm and Burnout:** Increased stress from piling work and looming deadlines.
 - **Strained Professional Relationships:** Missing deadlines and delivering subpar work can erode trust and hinder collaboration.
 - **Negative Impact on Work-Life Balance:** Difficulty in managing personal and professional responsibilities.
 - **Missed Opportunities for Growth:** Inability to seize chances for advancement due to lack of organization.
- These consequences can significantly affect both personal and professional aspects of life.

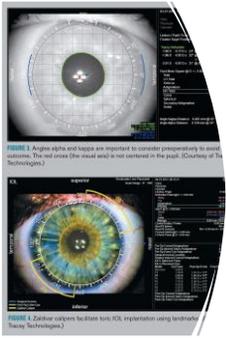
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Lack of Organization

- No visible leadership
- Cluttered processes
- No strategic plan
- No clear vision
- Poor resource management
- Poor teamwork
- Elevated drama
- Continual chaos



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Proper clinic protocols

What are we doing correctly, according to our plan?

- Key tasks
- Written guidelines
- Standards
- Proper process reviews
- Peer reviews/performance feedback
- Clinical practice guidelines
- Flowcharts
- Audits

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Proper Product Use

- New technology
- Most effective way to use it
- Vendor agreement for coming back
- Proper training
- Process owner
- Reporting: are we getting our monies worth?

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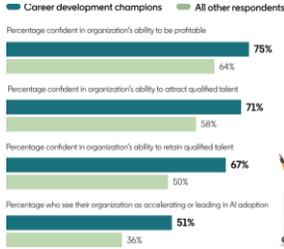
No Staff Development "Poor Resources"

- Improvement is difficult
- Staff is not capable of meeting the needs of the office
- No consistency
- Constant turnover



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Learning report



• 2025 Workplace Learning Report | LinkedIn Learning

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Performance

- Build a strong foundation.
- Establish boundaries.
- Create a communicative environment.
- Don't be a "second guesser."
- Help people be successful.
- Set the example/Be the example.
- Develop self-discipline



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Performance Feedback

- Staff development tool
- Accountability
- Responsibility
- Specific areas for improvement
- Achievable personal goals



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Compliance programs and enforcement

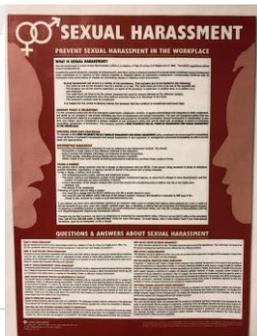
- HIPAA
- OSHA
 - Workplace violence
 - Infection control
 - The U.S. Department of Labor (DOL) has issued a temporary rule under the Families First Coronavirus Response Act (FFCRA) 1 APRIL 2020
 - Laser requirements
- Medical Fraud



[Home_Occupational Outlook Handbook - U.S. Bureau of Labor Statistics \(BLS.gov\)](#)

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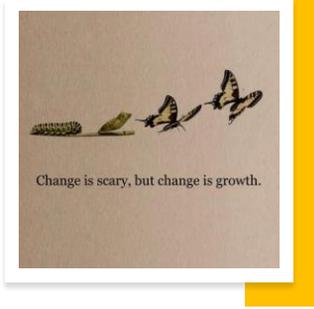
Dangerous Topic!



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Lack of Experience

- Where is the training?
 - Staff develop program
- What is the way ahead?
 - Staff plan/vision
- No checklist or someone to ask questions
 - Create checklist for all key tasks
- Lack of leadership training
 - Plan leadership develop through reading leadership books and going to leadership training



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Lack of Professionalism

- How to change the culture into a more professional environment
- Performance feedback and accountability
- Put a positive twist on why professionalism is so important
- Leadership must define what is acceptable
- Recurring professional training



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Bad Attitudes

- Visible leadership
- Leaders setting an example
- "Ashley" front desk
- Address what is wrong and quantify what is wrong and how to monitor
- Have enough staff – send someone home!



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The patient experience

- Timely and informed encounters
- The desire to return should be desired
- From Check-in to check-out
- Premium customer service
- Competent staff handling
- Medical knowledge
- Patient education



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Patient Care Must Occur

- Check-in to Check-out
- Hand-offs
- Know patient's expectations
- Address the patient's lifestyle
- Verify customer satisfaction
- Quality products

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Appearance

- Clean and Bright
- No Clutter
- Current Point of Interest From Frame Reps
- Updated Décor, Not "Dated Décor"
- All Frames On a Frame Board or On Risers
- Frame Board Management

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7 questions to keep your best people: the STAY interview

- 1. What do you look forward to every day?**
Start on a positive note - identify and encourage more of what they enjoy.
- 2. What's most meaningful in your role?**
Allocating at least 20% of work time to meaningful activities reduces burnout by up to 50%.
- 3. What would you like to change?**
Identify areas where changes could increase job satisfaction or make work more fulfilling.
- 4. What challenges are impacting your performance?**
Identify obstacles and resolve them to boost productivity & growth.
- 5. What would you like to learn?**
Understand their development goals and align them with growth opportunities.
- 6. What makes you feel valued?**
Everyone needs to feel valued, but different people prefer to be recognized in different ways.
- 7. How can I support you?**
Provide the resources, guidance & support for your team to thrive.

TIPS
Listen without distractions and interruptions. Ask open-ended questions. Stay open to feedback and accept it graciously. Show appreciation. Keep it conversational and less formal. Follow up with action.

Follow [Dara Yancura](#) for Modern leadership - anti-burnout insights.

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Resources

- [10 bad time management habits \(and how to fix them\)](#)
- [\(12\) The Damaging Effects of a Lack of Leadership in an Organization | LinkedIn](#)
- [The 12 Characteristics of a Good Leader | CCL](#)

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