Human Resources for the Office Manager

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Acquios Advisors

We will listen with compassion and collaboratively work to develop and implement a plan to help you and your team. We will deliver INSIGHT that inspires.

Finding Quality Candidates

- Online
- Local Newspaper
- Your Patients
- Job Agencies
- Daily Life
- Others...
Communication is KEY

Game Plan
Delegate Tasks
Align Projects and Tasks
Set Goals

Communication:

BUILDS UNITY
EMPOWERS THE TEAM
CREATES A CULTURE OF ACCOUNTABILITY

Setting Goals

Use the SMART Test

SMART
Specific
Measurable
Achievable
Realistic
Time Related

GOAL SETTING

Using Staff Development Files:

1. Date the entry.
2. Note your Comments
   Be Specific!
   Avoid subjective words
3. Employee Acknowledgment
Staff Development Files:

Allow for Communication!

- Praise
- Opportunities for improvement
  - For every ‘negative’ entry, include three positive entries
- Goals
- Be consistent in making entries
  - AT LEAST once a month!

What is Coaching?

Coaching is:

- Identifying an employee’s need for instruction and direction.
- Usually related to performance or career goals.
- Collaborative approach to improving job related performance.
- Based on mutual goal setting, personal feedback and a supportive relationship.

When and Why to Coach

WHEN:
- Compare your team at work to a sports team
  - The “when” is simple – most of the time!

WHY:
- Helps to retain employees
  - Shows you care
    - As an employee
    - As an individual
- Builds stronger working relationships
What is Counseling?

Counseling is:

- Two very big differences from Coaching:
  - Tone and Purpose
  - Counseling is about changing a team member’s behavior and/or performance.
  - The behavior of a team member needing counseling might not be affecting just THEIR performance, but the performance and morale of the entire team.

When and Why to Counsel

WHEN:
If a team member has an issue that needs to be addressed

WHY:
The issue is affecting the team member’s work or the work of other team members.

A Review gives you the chance to communicate the Good, the Bad, previously discussed goals, as well as new goals for the future.
The Organizer should be Organized

- A System should be in place
- Communicate the system
- When
  - 90 day Review
  - Annual Reviews
  - Same time each year?

Delivering the Performance Review

1 Month Heads’ Up
‘Review’ Themselves
Schedule the Review
Role Playing

Team Appreciation

Appreciation and Team Rewards come in many different forms:

- Doesn’t have to be monetary
- A simple, “Thank you.”
- Know your team
YOU Establish Culture

Create the TEAM Approach

Celebrate Successes!

Appreciate Them

Hold Them Accountable

Thank you for inviting Acquios Advisors to speak at the Annual 2019 Nebraska Optometric Association Convention!