CARE^2: WHAT PRACTICE LEADERS NEED TO KNOW

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CARE²

• Clarity &
• Accountably
• Result in
• Effective &
• Efficient

CARE
freedom from ambiguity

[regarding]
an obligation or willingness to accept responsibility or to account for one's actions

[that is]

successful in producing a desired or intended result to achieve maximum productivity working in a well-organized and competent way with minimum wasted effort or expense
### Urgent

<table>
<thead>
<tr>
<th>II ACTIVITIES:</th>
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<tbody>
<tr>
<td>Prevention</td>
</tr>
<tr>
<td>Relationship building</td>
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<tr>
<td>Recognizing new opportunities</td>
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<tr>
<td>Planning, recreation</td>
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<table>
<thead>
<tr>
<th>III ACTIVITIES:</th>
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</thead>
<tbody>
<tr>
<td>Interruptions, some calls</td>
</tr>
<tr>
<td>Some mail, some reports</td>
</tr>
<tr>
<td>Some meetings</td>
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<tr>
<td>Proximate, pressing matters</td>
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<tr>
<td>Popular activities</td>
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### Not Urgent

<table>
<thead>
<tr>
<th>IV ACTIVITIES:</th>
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<tr>
<td>Trivia, busy work</td>
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<tr>
<td>Some mail</td>
</tr>
<tr>
<td>Some phone calls</td>
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<tr>
<td>Time wasters</td>
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<tr>
<td>Pleasant activities</td>
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**Excerpt from “7 Habits of Highly Effective People”, by S. Covey**

**TIME MANAGEMENT**
Let's watch the monkey!

Monkey is not the Problem
Monkey is the Next Move

1. “Hey Boss, we have a problem!”
   No – there is only one monkey & it is firmly on your back

2. “Tell me about it”
   Joint discussion
   Shared Monkey

3. “Let me think about it & I’ll get back to you”
   The monkey has a new keeper
Delegation Is...

- An investment in your staff and in your future
- An opportunity to provide training and development with their motivational benefits
- An opportunity to better tap and allocate the resources under your control to achieve the organization’s goals
- A way to ensure assignment of both responsibility and authority to others
- A method for establishing accountability with the “delegates”
- A risk
EXPECTATIONS

1. Be Clear
2. Be Concise
3. Follow Up
CRUCIAL CONVERSATION MODEL

1. Explain the reason for the meeting
2. This concerns me because....
3. Confirm their understanding of the issue
4. Make clear coaching recommendation
5. Confirm recommendation & repeat it back
6. Set up review time
7. Clarify you have confidence in the person

Excerpt from “Why People Do What They Do” Tracy Spears
Exceptional Leaders Lab www.exceptionalleaderslab.com
Be Present

• BREATHE!
• MONITOR & ADJUST
• LET GO, BE FREE
• There are enough $, find ways to use them wisely
• STOP (IT) managing to the aberration as the norm
• Do not expect osmotic understanding
• Take action – JUST DO THE NEXT THING
• No excuses, always explanations
• Just because you could, doesn’t mean you should

I am still learning…. 