

We focus on value, so you can focus on care.



CARE²: WHAT PRACTICE LEADERS NEED TO KNOW

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CARE²



- **C**larity &
- **A**ccountably
- **R**esult in
- **E**ffective &
- **E**fficient

CARE

CARE²



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

TIME MANAGEMENT

Urgent

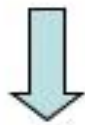
Not Urgent

Important
Not Important

<p>I ACTIVITIES:</p> <ul style="list-style-type: none">CrisesPressing problemsDeadline-driven projects	<p>II ACTIVITIES:</p> <ul style="list-style-type: none">PreventionRelationship buildingRecognizing new opportunitiesPlanning, recreation
<p>III ACTIVITIES:</p> <ul style="list-style-type: none">Interruptions, some callsSome mail, some reportsSome meetingsProximate, pressing mattersPopular activities	<p>IV ACTIVITIES:</p> <ul style="list-style-type: none">Trivia, busy workSome mailSome phone callsTime wastersPleasant activities

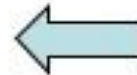
Excerpt from "7 Habits of Highly Effective People", by S. Covey

Let's watch the monkey!



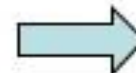
1. "Hey Boss, we have a problem!"
No – there is only one monkey & it is firmly on your back

*Monkey is not the Problem
Monkey is the Next Move*



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 other
- 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

Be Present

- 
- BREATHE!
 - MONITOR & ADJUST
 - LET GO, BE FREE

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- 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....