

## Staff Retention Hacks: Develop and Delegate

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1 hour

### Course Description:

This course will teach the components of creating a great staff that works cohesively as a team and how leveraging the leadership attributes in key staff can deliver greater results in creating that team within the practice that stays together as a team.

### Course Objectives:

1. Understand how developing staff leaders in the practice can directly impact the practice in a positive way
2. Understand how delegating tasks to staff can lead to more leadership and greater resources to accomplish higher level tasks on a more consistent basis
3. Understand simple approaches and ways to immediately begin to develop staff leaders to increase staff retention

### Outline:

1. Explanation of the role of leadership **(5 min)**
  - a. Sets the tone for the team
  - b. Controls the environment
  - c. Protects patients and staff
  - d. Must be responsible for all
  - e. Both staff/patients look to you – Trust
2. Practices Differences **(5 min)**
  - a. Structure
  - b. Growth
  - c. Mission
  - d. Roles
3. Staff Leaders' Influence **(3 min)**
  - a. Model
    - i. One lead
    - ii. Team Leads
  - b. Team Culture
  - c. Empowerment
  - d. Creativity responsibilities
4. Scenarios of possible practice leadership **(7 min)**
  - a. Beginning to build a team
    - i. Identification of leaders
    - ii. Responsibilities of leaders
    - iii. Influence of leaders
    - iv. Total team of leaders
  - b. Expanding a practice team

- i. Growth goals
  - ii. Strategy to expand
  - iii. Role delineation
  - iv. Role responsibility for growth
- 5. Personality traits of a leader, what to look for in a leader **(2 min)**
  - a. Communication
  - b. Influence
  - c. Positivity
  - d. Drive to gain trust by all staff
- 6. Patient perception **(5 min)**
  - a. Courteous
  - b. Respect
  - c. Sensitivity
- 7. Documentation **(7 min)**
  - a. Role responsibilities
  - b. Job tasks
  - c. Measurements of success
  - d. Project management
- 8. Trial Project Management **(5 min)**
  - a. Meaningful data collection
  - b. Multiple staff projects
  - c. Management
  - d. Communication
  - e. Continuation of strategy
  - f. Documentation of traits on project leadership
  - g. Accountability
    - i. Clear Goals – the why
    - ii. Timeline
    - iii. Reporting/Follow-up in the group setting for communication
- 9. Culture of team – Leadership **(3 min)**
  - a. Activities
  - b. Responsibilities
  - c. Tracking measures
  - d. Leaders of culture
- 10. Communication **(5 min)**
  - a. The practice mission
  - b. Excellent Patient Care
  - c. Staff training protocol opportunities requirements
  - d. National certification
- 11. Duplicability of leadership traits **(5 min)**
  - a. Personality understanding
  - b. Conflict Resolution
  - c. Communication Skills
  - d. Growth of leaders

- e. Independent/inherent leaders
12. Team recognition of their leaders **(3 min)**
- a. Lead by example
  - b. Project success due to recognition of culture of leadership
13. Q&A / Discussion **(5 min)**