How to Conduct a Staff Meeting

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Overview

- When to start
- Establish Meeting Rules
- Creating an agenda
- Identifying key indicators
- Why MBO helps
- Identifying show stoppers
- Establishing Timelines
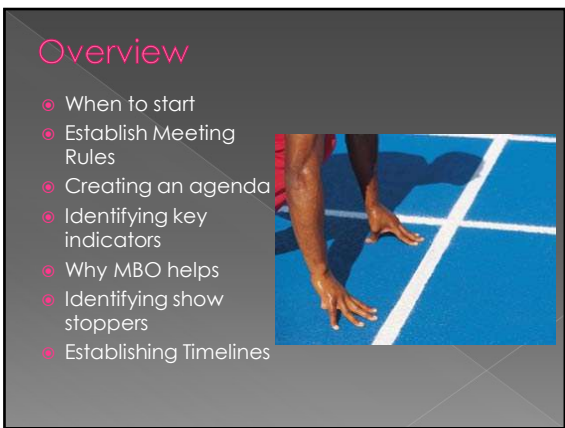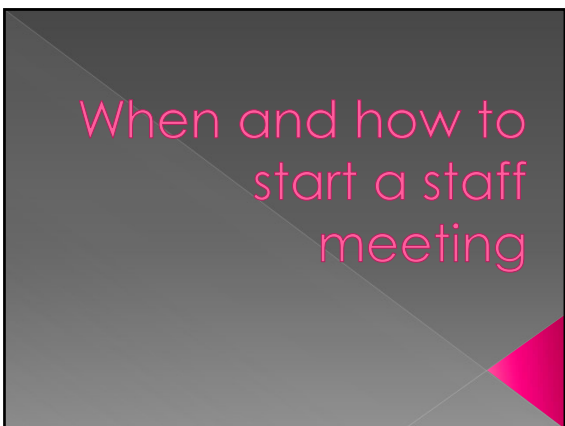
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When and how to start a staff meeting

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When to hold a staff meeting?

- Pick a time and place convenient for all those you want to attend

- A time with reduced distracters

- It is very difficult to get to a meeting in the middle of the day

Putting your phone away & Paying attention to those talking to you ? There's" an App for that its called "RESPECT,"

Incredible.

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Establishing Meeting Rules
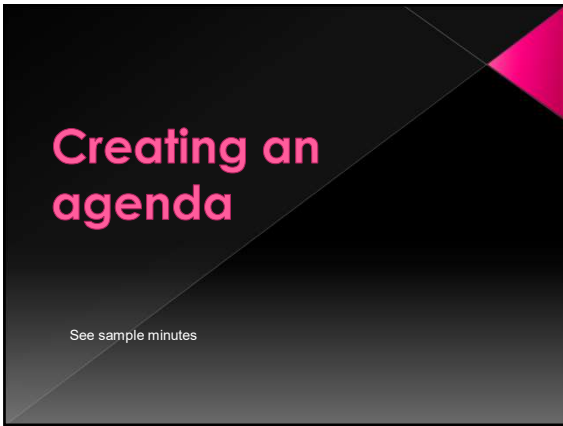
*Pass out meeting guide

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Establishing Meeting Rules

- Attendance

- Language/ no swearing by anyone

- Format / agenda

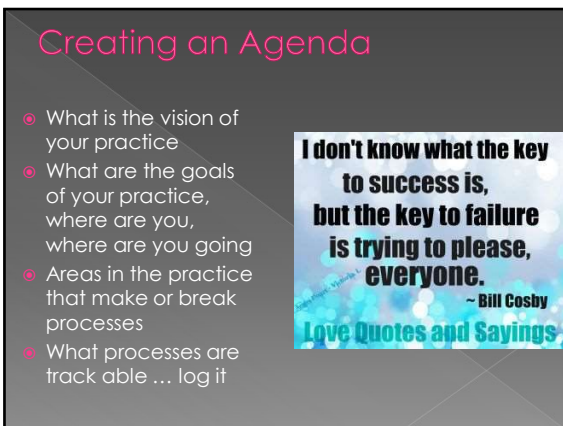- Reporting/tracking/ monitoring/ minutes

- Meeting Preparation

There are some people who always seem angry and continuously look for conflict. Walk away; the battle they are fighting isn't with you, it is with themselves.

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Creating an agenda

See sample minutes

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Creating an Agenda

- What is the vision of your practice
- What are the goals of your practice, where are you, where are you going
- Areas in the practice that make or break processes
- What processes are track able ... log it

I don't know what the key to success is, but the key to failure is trying to please, everyone.
~ Bill Cosby
Love Quotes and Sayings

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Questions?

- What is the vision of your practice?
- What are your goals…steps to get there?
- What does your practice value?
- What is the current status of your operation?
- What resources do you have to meet your current goals?
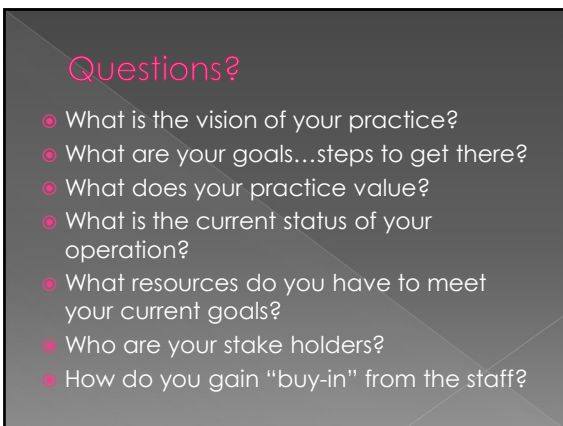- Who are your stake holders?
- How do you gain "buy-in" from the staff?

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2 Steps to Beginning

- First, you must explain to your employees what you're doing and why you're doing it.
- The second step, setting the actual objectives, can be challenging in its own right as you seek to find the right balance.

What is your message?
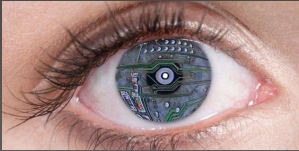
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Worksheet

- Vision Statement

- Goals (must have 3)

- Plan of Execution

- Who is the Change Agent

- What monitoring tool will you use?

- How often will you report

Before you speak....
T H I N K !
T - is it true?
h - is it helpful?
i - is it inspiring?
n - is it necessary?
k - is it kind?

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Vision

- To create an environment that exudes hi-tech professional excellence in eye care, focused patient education, and superior office efficiency

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All OPRs Must Come Prepared

- Who is responsible for topics being discussed
- Information being discussed in the meeting must be prepared by deadlines not meeting times
- Every area must report

'CAUSE THIS IS THRILLER!

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Individual Accountability

- Who is responsible for doing what
- From the top of the organization all the way down
- It is imperative to have only **one standard** to prevent confusion in the process

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Beginning

The MBO process starts with the organization **defining its objectives**. The process of strategic planning, goal setting, or visioning generates from its process a set of objectives that the organization should strive to achieve. From there it is up to the individual departments to form their objectives, most if not all of which should align and support the organizational objectives.

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Start the Meeting with a Brag!

Start with an Icebreakers
- Always start on time

- Always start on a positive note

- Gain Buy-in from the staff

- Keep the meeting focused... watch out for bunny trails

"Surround Yourself with People who know your worth. You don't need too many people to be Happy, just a few real ones who appreciate you for exactly who you are."

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Organizational Alignment Task

a system that seeks to align employees' goals with the goals of the organization. This ensures that everyone is clear about what they should be doing, and how that is beneficial to the whole organization

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What is Management By Objectives?

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What is an objective

something toward which effort is directed **:** a: an **aim, goal, or end of action** *b:* a strategic position to be attained or a purpose to be achieved by a military operation

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Why MBO?

- MBO works because it helps to align the individual efforts of broad teams around the organization's collective objectives.

- Creates an identifiable team process

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What is MBO?

- Management by Objectives, or MBO, is a management strategy that uses the S.M.A.R.T. goals method--setting objectives that are specific, measurable, achievable, realistic, and time-based. This article discusses the first steps toward implementing this management method in your department.

- Clearly define objectives
  - Identify the problem to be solved
- Develop Solution Options
  - Decide on best route to resolution
- Plan the Project
  - What, who, how, cost, resources
- Execute the Plan
  - Follow your plan
- Process Monitoring and Control
  - Tracking targets and adjusting
- Close the Project
  - What was done, improvement options and lessons learned

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Benefits to the MBO style

- Improved communication
- Improved processes
- Organizational synergy/clarity
- Higher effectiveness
- Better productivity
- Better resource management
- Shared success

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SWOT Analysis

- Strength
- Weaknesses
- Opportunities
- Threats

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Goals Must Be S.M.A.R.T.

- **S**pecific
- **M**easureable
- **A**chievable
- **R**ealistic
- **T**ime-Based

doctors' strike

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Specific

There are several key factors which should be present in the objectives that are set in order for them to be effective. They should be specific. In other words, they should describe specifically the result that is desired. Instead of "better customer service score," the objective should be "improve the customer service score by 12 points using the customer service survey."

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Measurable

- The second example is much more specific and also addresses the second factor—measurable. In order to be able to use the objectives as a part of a review process it should be very clear whether the person met the objective or not.
- A good decision analysis tool is required for adjustments during the process
- What is the "**Critical Path**"

iPhone
(noun)
a device used for everything but calling people

thatswhatthatmeans.tumblr.com

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Achievable

The next important factor to setting objectives is that they be achievable. For instance, an objective which states "100 percent customer satisfaction" isn't realistically achievable. It's not possible to expect that everyone must be 100 percent satisfied with their service. A goal of "12 percent improvement in customer satisfaction" is better—but may still not be achievable if it's assigned to the database developer. They aren't likely to have enough influence over the customer interaction process to improve satisfaction by 12 percent.

"Our prime purpose in this life is to help others. And if you can't help them, at least don't hurt them."

~ Dalai Lama

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Realistic

This leads into the next factor—realistic. Realistic objectives are objectives that recognize factors which can not be controlled. Said another way, realistic goals are potentially challenging but not so challenging that the chance of success is small. They can be accomplished with the tools that the person has at their disposal.

I don't know what the key to success is, but the key to failure is trying to please, everyone.
~ Bill Cosby
Love Quotes and Sayings

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Time-Based

The final factor for a good objective is that it is time-based. In other words, it's not simply, "improve customer service by 12 percent," it's "improve customer service by 12 percent within the next 12 months." This is the final anchor in making the objective real and tangible. This final factor is often implied in MBO setting. The implied date is the date of the next review, when the employee will be held accountable for the commitments that they've made through their objectives.

YOU WANT IT WHEN?

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Key Performance Indicators

- Key Performance Indicators help organizations understand how well they are performing in relation to their strategic goals and objectives. In the broadest sense, a KPI can be defined as providing the most important performance information that enables organizations to understand whether the organization is on track or not

- Tell you how well processes are going

- Gives you opportunities to adjust processes

- Key in controlling and monitoring processes

- For each section

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Decentralized Decision Making

IT'S OK IF YOU DISAGREE WITH ME.
I CAN'T FORCE YOU TO BE RIGHT.
BIF

- You must have confidence in the selected leadership

- It is important to for leadership to monitor processes
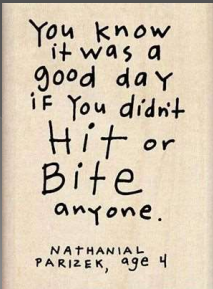
- It is important to listen to your people
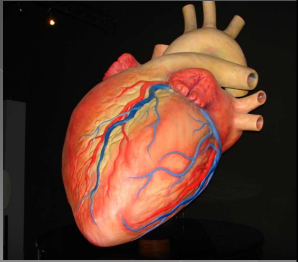
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Establishing Key Indicators

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- Must be specific

- Should include how employee contributed to the vision and goals of leadership

- Must include items from the position description

- Must be given timelines

- Should be compared to last one

Performance Feedback

You know it was a good day if You didn't Hit or Bite anyone.
NATHANIAL PARIZEK, age 4

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Plan Execution

- How do I begin
- Where do I start

- Strategic…3-5 years
- Tactical…now what!

- Tracking successes and failures

- Performance Indicators

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Performance indicators and feedback

- Performance goals are the "what" you are working to accomplish. They are tied to departmental and/or organizational strategic priorities. Below is an example of a performance goal:
- Stats should be relevant

10000
9000
8000
7000
6000
5000
4000
3000
2000
1000
0

- April
- May
- June

Monthly pt total
Daily Avg…
Third party…
outstanding…

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Internal Controls

- Process analysis and flow charting disassembles confusion

- Reports are not an option especially for new processes and new emmployees

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Results should state:

- Were your instructions clear
- Were they specific
- Who is the change agent
- What is your expected outcome
- How are you tracking the process

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What are "Show Stoppers"

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Identifying Show Stoppers

- What are your current concerns for the processes you are tracking
  - Personnel
  - Schedules
  - Practice hours
  - Resources
  - Patient population
  - Location

A life spent making mistakes is not only more honorable but more useful than a life spent doing nothing. ~George Bernard Shaw

gadel.info

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Operational Risk Management

- Identify possible outcomes, both positive and negative

- Identify any safety concerns and corrective actions immediately. The staff must know to report safety items!

ANTI-STRESS KIT

BANG HEAD HERE

Directions:
1. Place on FIRM surface.
2. Follow directions provided in the circle.
3. Repeat until you are Anti-Stressed, or become unconscious.

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Establishing Timelines

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Task: Take work off the boss' desk

- Does it fit in the vision of the practice?

- Will there be any conflict with our current goals?

- How will it improve, profits, efficiency,

WHO'S AWESOME?

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Establishing Timelines

- Planning phase
- Assessment phase
- Review Phase
- Implementation Phase
- Re-Assessment Phase

PROVEN FACT:

Each morning gravity around the bed is ten times stronger…

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Career Development

- Personal Plans
- Concern for employee personal development
- They are going somewhere or nowhere
- Discover their dreams and encourage them with more than talk

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Personal Wellness

- Stress is one of the most harmful diseases in the work place or at home
- Eliminate the un-necessary stress and keep your staff as healthy as possible. It begins with effective communication
- Show them they matter

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Review

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Presentation Demo

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Thank you

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