

THE POWER OF WORDS

SPEAKER



- BEVERLY ROBERTS, CPOT/ABOC CURRENTLY SERVES AS CLINIC DIRECTOR AT FAMILY VISION CLINIC IN MACEE, MISSISSIPPI. ROBERTS IS PAST PRESIDENT OF THE MISSISSIPPI PARAOPHTHOMETRIC ASSOCIATION AND CURRENTLY SERVES ON THE EDUCATION AND CONFERENCE PLANNING COMMITTEES AND THE MOA TASK FORCE ON PARAOPHTHOMETRIC TRAINING. SHE IS ALSO INVOLVED ON A NATIONAL LEVEL SERVING AS PAST CHAIR OF THE ADA PRC EXECUTIVE COMMITTEE MEMBER. SHE IS CURRENTLY SERVING ON THE ADA REGISTERS COMMITTEE AND AS A CPC COMMISSIONER
- IN 2007, BEVERLY WAS AWARDED THE MISSISSIPPI OPTOMETRIC ASSOCIATION'S PARAOPHTHOMETRIC OF THE YEAR AWARD. IN 2008, SHE WAS HONORED ON A NATIONAL LEVEL AS THE AMERICAN OPTOMETRIC ASSOCIATION'S PARAOPHTHOMETRIC OF THE YEAR. IN 2014 WAS PRESENTED WITH THE SECO PARAOPHTHOMETRIC OF THE SOUTH AWARD. RECENTLY THE PARAOPHTHOMETRIC AWARD FOR MISSISSIPPI HAS BEEN NAMED IN HER HONOR

DISCLOSURE

- I HAVE NO ACTUAL OR POTENTIAL CONFLICT OF INTEREST IN RELATION TO THIS PROGRAM/PRESENTATION

DESCRIPTION

- THIS COURSE WILL TEACH HOW TO AVOID LETTING WORDS DISRUPT THE FLOW OF A DAY IN THE PRACTICE. IN THIS CLASSES YOU WILL LEARN AN EXERCISE TO HELP YOUR TEAM THROW OUT NEGATIVE THINGS THAT HAVE BEEN SAID AND ALSO HOW TO AVOID PICKING UP NEGATIVE WORDS FROM OTHER COWORKERS. BY NOT TAKING ON THE NEGATIVITY OF OTHERS, IT INCREASES DAILY PRODUCTION OF EACH STAFF MEMBER AND HELPS TO ELIMINATES UNDUE STRESS AND CONFUSION. THIS EXERCISES WILL GIVE A VISUAL OF HOW WORDS DESTROY AND BUILD UP A TEAM.

COURSE OBJECTIVES:

- RECOGNIZE THE USE OF WORDS TO BRING SUCCESS INTO THE OFFICE
- CREATE A VISUAL OF WHAT NEGATIVE WORDS DO TO A TEAM
- TEACH WAYS TO TAKE ACTION AND FIX THE PROBLEM OF USING NEGATIVE WORDS

THINGS THAT MAKE A GREAT EMPLOYEE:

- GOOD COMMUNICATION SKILLS
- PROBLEM SOLVING SKILLS
- TIME MANAGEMENT
- MAKING GOOD CHOICES

THINGS THAT HOLD US BACK FROM BEING GREAT EMPLOYEES

- WASTED TIME
- HARSH SPEAKING TONE
- TAKING ON THE PROBLEMS OF OTHERS
- UNKIND CO-WORKERS

- WHAT ARE MEAN THINGS THAT HAVE BEEN SAID TO YOU
- WHAT ARE SOME MEAN THINGS YOU HAVE SAID TO OTHERS

ON A PIECE OF PAPER

- WRITE NEGATIVE THING YOU HAVE SAID TO SOMEONE ELSE
- WRITE NEGATIVE THING SOMEONE ELSE SAID TO YOU

STEP 2

- ONCE COMPLETE TEAR THE PAPER INTO VERY SMALL PIECES

STEP 3

- WALK AROUND THE ROOM/TABLE AND DROP PIECES OF THIS PAPER AS YOU WALK

•CLYDE AND JAKE

WRONGLY ACCUSED:

- SPREADING RUMORS
- BEING JUDGED
- FOUND NOT GUILTY
- FRUSTRATIONS OF LYING

CAN YOU REALLY TAKE IT BACK?

- WHAT OTHERS NOW BELIEVE
- WHAT CO-WORKERS DO WITH THE UNTRUTH

COMPLETE THE EXERCISE

- GATHER ALL OF YOUR TORN PIECES OF PAPER
- ATTEMPT TO PUT THEM BACK TOGETHER

OVERCOMING THE DAMAGE

- **UNDERSTANDING**

OVERCOMING THE DAMAGE

• **EDUCATION**

OVERCOMING THE DAMAGE

• **TRAINING**

CONCLUSION

- WORDS DO HURT
- YOU CAN'T TAKE THEM BACK
- WE MUST CHANGE OUR ACTIONS BY CHANGING OUR WORDS

“ GREAT MINDS DISCUSS IDEAS
AVERAGE MINDS DISCUSS EVENTS
SMALL MINDS DISCUSS PEOPLE ”

WHICH WILL YOU CHOOSE TO BE??

