

Presenter



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How to Build a Medical Office Staff that Cares

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Coming soon!

March 18, 2015

The Denial Management Process

Presented by: Judy Monestime

April 22, 2015

What Makes a Successful Medical Office Manager

Presented by: Shane Carter

medical office manager
learn more, earn more, be a better manager



Executive Briefing



There are three kinds of behavior out there:

- Overt behavior-behavior on a plan
- Inadvertent behavior-auto pilot
- Opportunist -predatory behavior

What happens when there
is a collision between
behaviors?

Which one wins, which ones loses?

The Gallagher Org's research says:

- 25% is engaged
- 15% is disengaged
- 60% is apathetic (and could go either way)

Characteristics of a High Performance org:

- 60% or 70% or even 80% are engaged
- 0% are disengaged
- Balance are "floaters"

Imagine...for a moment

- Without spending a penny more on payroll...

There's a labyrinth out there....this
is a very different time

- The government
- The laws and rules
- The civil courts
- The court of public opinion

Are your employees engaged,
disengaged, or apathetic?

Are some of them impaired?

- Let's change them
- With 15+ % unemployment, there's lots of good people out there

What's the worst thing that
can happen when you
Terminate someone?

There are some
creative solutions

....Really

The ones that are irreconcilable ...

- I don't recommend termination
- I don't recommend lawyers
- I don't recommend getting mad
- I don't recommend traditional methods



So what do I recommend ??

- Get people out of mad and into problem solving.
- Get people off of what they want and on to what is in their best interest .

- Find out what they really want.

Incentivize them

- Not to quit but to waive their rights...they have lots of them.



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