



# 10 Scripts Every Great Medical Practice Manager Uses

**Lead with Clarity, Confidence, and Compassion:  
One Conversation at a Time**

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## INTRODUCTION

### You Don't Need Perfect Words. You Just Need a Place to Start.

If you manage a medical practice, you wear a lot of hats: leader, coach, peacemaker, motivator, and occasionally therapist. Some days, the hardest part isn't what you need to say... it's how to say it without making things worse.

This guide gives you 10 real-world scripts to help you lead your team with professionalism, empathy, and clarity. Each one includes:



- A common scenario
- A script you can say (or adapt)
- A core value behind the approach
- A self-reflection question
- A quick coaching tip

### About the Author



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# 1

## Giving Feedback Without Causing Defensiveness



### Scenario:

**A team member needs redirection.**



### Say This:

*"I want to share something with you that I think can help you grow. Are you open to that?"*



### Core Values:

Growth



### Ask Yourself:

"Am I correcting to protect the culture, or just to relieve frustration?"



### Coaching Note:

Asking permission lowers defenses and builds trust.

# 2

## Correcting a Mistake Gracefully



### Scenario:

**A staff member made an error.**



### Say This:

*"I noticed we had a mix-up with the schedule. Let's walk through what happened and how we can prevent it moving forward."*



### Core Values:

Accountability



### Ask Yourself:

"What does this reveal about our systems, not just the person?"



### Coaching Note:

Focus on process, not blame.

### 3

## Checking In on Someone Who Seems Off



### Scenario:

**A staff member appears distracted or withdrawn.**



### Say This:

*"You haven't seemed like yourself lately, and I care about how you're doing. Is everything okay?"*



### Core Values:

Compassion



### Ask Yourself:

"How can I offer support without making it uncomfortable?"



### Coaching Note:

A caring check-in can change everything.

### 4

## Praising Someone Who Went Above and Beyond



### Scenario:

**A staff member handled a tough moment well.**



### Say This:

*"You handled that with so much professionalism. I saw it, and I appreciate it."*



### Core Values:

Excellence



### Ask Yourself:

"What behaviors do I want to publicly reinforce?"



### Coaching Note:

Specific praise builds motivation.

# 5

## Leading a Morning Huddle with Intention



### Scenario:

**Starting the day strong.**



### Say This:

*"Here's what we're focused on today: [X, Y, Z]. Does anyone need support before we get going?"*



### Core Values:

Intentionality



### Ask Yourself:

"Am I setting the tone or just covering logistics?"



### Coaching Note:

Morning tone = all-day energy.

# 6

## Encouraging Initiative and Ownership



### Scenario:

**A staff member hesitates to act.**



### Say This:

*"You've got great instincts. If you see something that needs attention, take the lead. I trust your judgment."*



### Core Values:

Empowerment



### Ask Yourself:

"Have I spoken belief into them lately?"



### Coaching Note:

Trust is best when said out loud.

# 7

## Navigating Resistance to Change



### Scenario:

**A new system or protocol is being introduced.**



### Say This:

*"I know this is different from how we've done it. Let's try it for two weeks, then check in together. Your feedback matters."*



### Core Values:

Collaboration



### Ask Yourself:

"Have I explained the 'why' behind the change?"



### Coaching Note:

Involvement increases buy-in.

# 8

## Addressing Gossip or Negative Energy



### Scenario:

**Tension or gossip is affecting morale.**



### Say This:

*"Let's keep conversations focused on supporting each other. If something needs to be addressed, I'm always open to talk directly."*



### Core Values:

Integrity



### Ask Yourself:

"Am I protecting the culture with clarity?"



### Coaching Note:

Silence gives permission. Speak early.

# 9

## Resetting Expectations Clearly

### **Scenario:**

**A team member is underperforming or unclear.**

### **Say This:**

*"Let's revisit what success looks like in your role so we're both aligned moving forward."*

### **Core Values:**

Clarity

### **Ask Yourself:**

"Have I made expectations unmistakably clear?"

### **Coaching Note:**

Resetting beats reprimanding.

# 10

## Supporting a Staff Member Through a Tough Day

### **Scenario:**

**A team member is having a rough time.**

### **Say This:**

*"You don't have to be perfect today. If you need support or a breather, let me know. I've got you."*

### **Core Values:**

Support

### **Ask Yourself:**

"What would I want someone to say to me right now?"

### **Coaching Note:**

Grace is a leadership superpower.



## Recommended Reading

Want to grow even more as a leader? Get a copy of this book:

### ***Good Leaders Ask Great Questions* by John C. Maxwell**

It's packed with insights on asking better questions, developing others, and becoming the kind of leader people want to follow.

*\*(Available on Amazon or wherever you buy books.)*

## Train Your Entire Staff to Communicate Like Pros

Want your team to speak with professionalism, empathy, and clarity, even under pressure?

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