



### Moving From Team Player to Team Leader

## It Ain't Easy Being the Manager

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### Establishing Authority

#### Prioritize – Define - Why

- Leadership
- Manage time
- Set goals
- Delegate
- Motivate
- Encourage teamwork
- Empower
- Manage projects
- Communicate
- Problem solve



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### Establishing Authority

#### Moving from Staff Member to Manager

- Be fair and consistent
- Improve communication
- Involve staff in decisions
- Know duties of all positions
- Be positive and enthusiastic
- Confront and correct poor performance
- Give recognition
- Be proactive
- Don't procrastinate
- Accept responsibility for mistakes
- Be respectful toward all staff
- Enjoy your job



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Top 10 reasons staff members *EyeSystems* DON'T meet standards:

1. They don't know how to do their jobs



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Top 10 reasons staff members *EyeSystems* DON'T meet standards:

2. They experience obstacles from doing their jobs



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Top 10 reasons staff members *EyeSystems* DON'T meet standards:

3. They don't know their responsibilities



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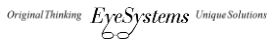
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Top 10 reasons staff members DON'T meet standards:



4. They fear negative consequences



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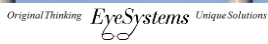
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Top 10 reasons staff members DON'T meet standards:



5. They don't understand the importance of their job



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Top 10 reasons staff members DON'T meet standards:



6. They don't want to do it the boss's way



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Top 10 reasons staff members *EyeSystems*  
DON'T meet standards:

7. They don't receive reinforcement for doing their jobs well



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Top 10 reasons staff members *EyeSystems*  
DON'T meet standards:



8. They don't receive negative consequences for nonperformance

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Top 10 reasons staff members *EyeSystems*  
DON'T meet standards:



9. They have the wrong priorities

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Top 10 reasons staff members *EyeSystems*  
DON'T meet standards:



10. They have personal limitations

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Boosting Credibility *EyeSystems*  
10 Steps to Overcoming Challenges

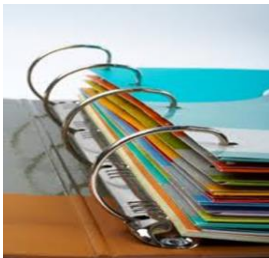
1. Uncover the cause and track them  
Person, policy, procedure



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2. Develop clear policies  
and procedures

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Boosting Credibility  
10 Steps to Overcoming Challenges



3. Explain policies and procedures at orientation and staff meetings



"Everyone here? Good. Meeting topic: Setting world record for shortest meeting. All in favor say aye. Ayes have it. Meeting over."

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4. Enforce policies consistently



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5. Commit to developing a supportive environment



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6. Listen respectfully



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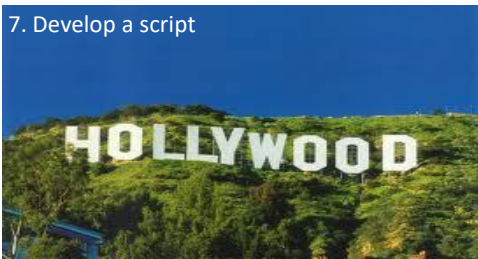
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7. Develop a script



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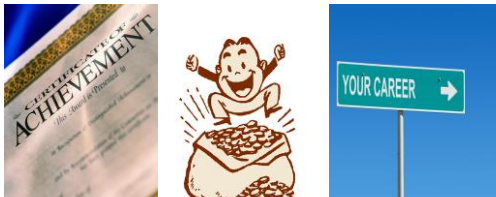
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8. Offer rewards



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10 Steps to Overcoming Challenges



9. Address inappropriate behavior in a timely manner



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10. Do not hesitate to take disciplinary action when merited



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GAIN COMMITMENT



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### GAIN COMMITMENT

- Level Two  
– Informal Meeting



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### GAIN COMMITMENT

- Level Three  
– Formal Performance Meeting



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### GAIN COMMITMENT

- Level Four  
– Termination



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## RESULTS

- How do you know it's all working?
  - Ask your patient – surveys internal and external
  - Maintain staffing
  - Enjoying your job



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