

DEDICATED TO YOUR SUCCESS

Growing Your Work Team

By Tina Del Buono

Getting all staff members to work well as a team is not a job for the “faint of heart.” It takes time, patience, willingness to listen and listen some more, and continued effort and communication to make things work well.

Being a team leader in the practice can be difficult and frustrating, especially if the person who has been put in the position has not had any training as a leader or any experience. It is surprising how many medical practices are managed and lead by people who have never been given any type of training to do so. Yet the expectation is that they can create a ‘well-functioning team” and they do not know what that is like.

There are three key areas of focus that need to be a part of the practice’s normal function in order to develop a strong work team, a team that wants to follow their leader. The acronym for these areas is A.C.T.

A: Always walk the talk when it comes to the values, ethics, integrity of the practice standards. Respect others at all times. If you do not walk it, why should anyone who works with or for you walk it?

C: Communication, Communication, Communication. Don’t just talk, listen and ask for clarification when necessary. Often times people interpret what they hear much differently than what the speaker really meant. Remember Stephen Covey’s Habit #5, “Seek first to understand, then to be understood.”

T: Training. If you think that you can train someone once and the training is done, then your practice will never continue to grow and move to the level of excellence that you would like it to.

Developing an ongoing training program is vital not only to the practice, but to everyone that works in the practice including its leaders. When you invest in those that work in your practice you are showing them that you value their service and you want them to be successful in their position.

As the people on your team grow in their knowledge and skills they will also grow together as a team. Think of it this way: You are a physician who went to medical school, did a residency and now have a medical practice and you need to continue to learn, take courses and attend seminars to keep your license and skills active.

If you want a great team you need to make sure that your practice’s leaders are getting the training and support, they need to be able to A.C.T. and develop the people in your practice.

Consider using the resources we have built for you in the Top Practices Virtual Practice Management Institute (see page 2 for more) for the expert support, tools, coaching and help you need as you ACT your way to having a true A-Team working together in your practice.

Tina Del Buono, PMAC is the Director of the Top Practices Virtual Practice Management Institute which enables its members to overcome their practice management challenges (that seem to get worse by the day) and run their practice so well that everyone gets their nights and weekends back with all their work done. Find out how it can transform your practice at [Virtual Practice Management Institute](#) today!





TOP PRACTICES

VIRTUAL PRACTICE MANAGEMENT INSTITUTE



Peter Wishnie,
Questions? Email Peter at
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The Virtual Practice Management Institute is designed to empower you and your staff to become a true A-Team at managing your practice effectively. Our unique, 24/7 coaching and mentoring program has empowered hundreds of doctors to make the income they deserve while getting their nights and weekends back. Managing a medical practice is complicated and our coaches make this complicated process simpler and much more enjoyable.



Tina Del Buono
Questions? Email Tina at
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Here is how the Top Practices Virtual Practice Management Institute works:

1. Your practice simply becomes a [member of the Top Practices Virtual Practice Management Institute](#) for a low monthly membership fee. There is no extended contract; you can quit your membership at any time.
2. Then, any and all staff members are given access to [the Institute's programs](#).
These include:
 - Regular coaching and mentoring by the Top Practices Management Coach, Tina Del Buono and other experts in practice management.
 - Access to the extensive Top Practices Virtual Practice Management Institute Library, which includes full training modules in all aspects of practice management that can be studied and reviewed by your staff (and you) 24/7.
 - A special monthly program for the doctors in the practice led by Dr. Peter Wishnie, that mentors and coaches you to support your staff so that they can manage your practice at its optimal level. This is designed to help the busy doctor who doesn't have much time to learn practice management but needs to make sure his or her staff is performing like an A-Team.
3. In addition, you gain access to the Top Practices [professional development courses](#) from Tina Del Buono and Dr. Peter Wishnie.
4. As a member of the Top Practices Virtual Practice Management Institute, you will be able to learn not only from the experts but from other practices like you who are solving their problems and succeeding. This is a hallmark of any Top Practices program.

Is it time to transform you and your staff into an A-Team? If not now, when? Go to TopPractices.com to find out more about the Virtual Practice Management Institute and all of the Top Practices Management Programs.





The Boys in the Boat: Nine Americans and Their Epic Quest for Gold at the 1936 Berlin Olympics



Are you looking for a great book to either read or give as a gift this holiday season? Want one that not only combines a remarkable story and is extremely well written, but also has spectacular insights into teamwork and leadership? Then get your copies of Daniel James Brown's "The Boys in the Boat."

I read this book several years ago and can't believe it hasn't been made into a movie yet though I expect it will be sometime. Apparently, George Clooney has signed on to direct the movie.

It's the story of an eight-oar crew team from the University of Washington that manages to beat out the elite east coast schools, like Harvard and Yale, and go to Berlin, Germany in 1936 to compete in the Olympics. It's no spoiler to tell you they win the gold medal as Hitler watched from the stands even though the Germans cheated. The writing is so good that the excitement and suspense of the race grips you though the outcome is not in question. Fun to read.

The title stems from the fact that the coach is trying to work through which boy should be in the boat and in exactly which seat. It focuses on one boy in particular whose true story is remarkable to read and is actually the reason the book was written by Brown. It turns out, who is on the team matters. A lot. Because it affects every other team member. And how they pull the oar - not too deep and not too hard - not too shallow and not too easy - matters. And when they get it right they call it "being in swing." You know when you are in swing because everyone is working together perfectly. And everything is easier.

And the boat moves faster. So fast, in fact, you can win a gold medal fair and square right under the nose of a big nasty cheating Nazi. Yeah...it's fun to read.

Your practice is like a boat filled with team members, isn't it? Do you have the right people? Are they in the right positions? Are they working together as a team that is in "swing?" Or is it something less?

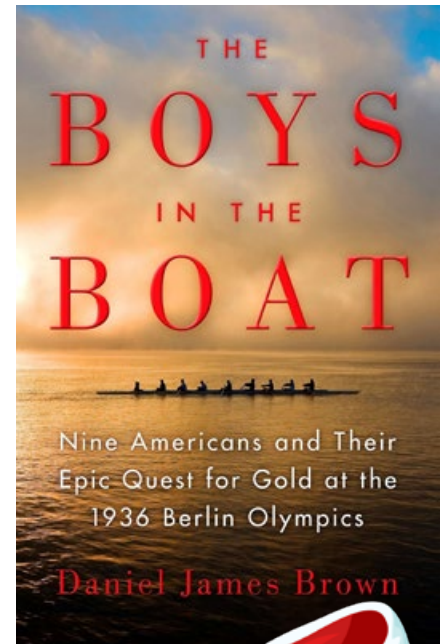
The Boys in the Boat needed a coach. We all need a coach. You need a coach.

Just saying...

The Happiest of Holidays to all of you from the coaches of Top Practices, Tina Del Buono, Dr. Peter Wishnie, and myself.

Dedicated to your success,

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TOP PRACTICES

THE HOME FOR PRIVATE PRACTICE

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**A.C.T. your
way to success**
(SEE PAGE ONE)



How long have you been a Top Practices member?

My wife and I, my wife's the doctor, we joined Top Practices in 2016. We were down quite a bit in revenues. Thank God we joined.

Shortly after we joined we began to implement the ideas and practices that Top Practices taught us. It did take some time for those ideas to take off because the hole we had dug ourselves into was a pretty deep hole .

Thereafter, we had about a 20 to 30% year-over-year growth in both number of visits and revenues of the practice. It's all due to Top Practices and I am eternally grateful for the gift that they've given the both of us.

Would you recommend Top Practices?

100%. 100%. Join. If you're uncertain about what to do with your business, your podiatry practice, join Top Practices. You will not be sorry.

Chris Kelly - San Carlos, California