

# Five Steps to Leading Your Team and Maximizing Your Practice Potential

Optometric Management Symposium – November 3-6, 2022

**Warm Up: Tell me where it hurts.**

## **Step 1: Set Clear Expectations**

- A. Do we have a clear vision and mission?
- B. How do I communicate goals, priorities and expectations?
- C. What problems do we experience that could be traced back to a lack of clarity or communication?

## **Step 2: Train and Develop**

- A. Am I continually developing the knowledge and competencies of my employees?
- B. Does our team utilize existing knowledge, or do we take in the expertise of others?
- C. Do we train the soft skills in addition to the technical skills?

## **Step 3: Empower Your Employees**

- A. Does my team have a voice in decisions?
- B. Do my employees have permission to make mistakes?
- C. Do I TRUST my employees to think and act for themselves?

## **Step 4: Leverage Employee Strengths**

- A. Do I understand how each of my team members are motivated, and wired?
- B. What is my approach for leveraging strengths and minimizing weaknesses?
- C. When was the last time I recognized and celebrated an employee's contributions?

## **Step 5: Hold Staff Accountable**

- A. How often do I meet with employees to review performance?
- B. How do I respond to perception gaps regarding work performance?
- C. How am I addressing employees who continually fail to meet expectations?
- D. When is it time to part ways with an employee?

