

JUNE 2015

From The Desk of Cindy Carlson



Win Over Employees, Reduce Turnover, Keep Everyone Happy

As a manager, it is important to keep your employees engaged, so they remain loyal and happy in their work. As a healthcare manager, your patient outcomes are dependent upon the engagement of your staff. But, how do you do this effectively? There are several tried and true methods that have been proven to work.



Hand over the reins (at least a few of them). Employees want to feel a sense of empowerment and good managers will hand over responsibility which communicates..., “I trust you to do the work”. And by doing so, the employee will take responsibility for their work and proactively problem solve. You can begin by delegating responsibility that will not adversely affect the organization, if not done to perfection. This not only empowers them but allows them to build skills, and possibly show off their creative side and bring new ideas to the table.

Remain on a professional level with your employees, often managers will cross over into the “being a friend” arena and this is where things often go askew. Of course you want to take an interest in your employee’s lives. Personal issues affect work performance and a good manager not only takes an interest, but offers assistance when it is appropriate. However, be cautious with how much information you ask for, how much you stray from the work. This can be a gray area which can compromise your judgment, authority or role. Appropriate professional distance is always a good practice.

Do not wait too long to bring important issues to the employee’s attention, particularly if it requires corrective action. Sweeping problems under the rug creates a mountain of dirt, which you as a manager will eventually trip over. It is imperative that we communicate directly and tell the employee exactly what needs to be done differently. These sessions need to be carefully planned and entails more listening than talking. Do not prolong these discussion’s, it’s a lot easier to handle a snow ball than a boulder.

Please contact me with your experiences on this topic or if I can be of assistance; cindy@reitmanpersonnel.com or 203 488 6944.

Reitman HealthCare and Science has provided staffing services to the healthcare and science industries for over 27 years. Our clients include the full range of providers including; hospitals, rehabilitation facilities and services, nursing homes, community health, behavioral health and home health providers, medical laboratories, medical dental, podiatric, optometric practices and medical science products manufacturers, service providers and retailers.

Recent Placements & Current Engagements

Medical Assistant- Part-Time- New Haven-**COMPLETED**

Medical Assistant- Full-time- Westport

Medical Assistant- Part-Time- Madison

Patient Representative- Part-time (potential for Full-time)

Front Desk Medical Receptionist- Part-time- **COMPLETED**

Medical Packaging Field Service Rep- Full-time

Medical Scheduler- Full-time