

ASSISTANT: BAD HABITS

EXAMPLES

- **Not Showing Up Ready to Work:** *It's important to not let your personal life interfere with your work ethic and job performance. You must show up on time to work, ready for the day.*
- **Drama and Gossip:** *Neither of these will help the team or make them any more productive. Don't add anything that will not help the patient or grow the office.*
- **Don't Show up Late:** *You should not clock in when the huddle has already begun. When you clock in you need to be ready to go in and start working.*
- **Don't Talk About Inappropriate Topics:** *If you wouldn't say it to your grandma, don't say it at the office. It is your job to be professional and appropriate while at work, and especially in front of your patients.*
- **Us Versus Them:** *Remember there is no 'I' in team. It takes everyone to keep the office working and flowing smoothly to provide the patients the best care.*
- **Keep Focused:** *Not showing interest in meetings, huddles, or through office changes shows you're not being a team player, and that you do not value your job. There is always something to be done.*
- **Having the Wrong Focus:** *Always prioritize the patient over other work projects. The patients always come first, even if you feel like you could be 'more productive', remember our main concern is ensuring the patient has a great experience.*
- **Fighting Changes:** *Change is inevitable and your acceptance to it is needed for your office to grow and adapt. Be part of the solution and change, not part of the problem.*
- **Always plan ahead:** *Predict needs, make sure you're thinking ahead. It is frustrating to be asked the same thing multiple times, so make sure you are productive and handle it the first time!*
- **Using Lack of Knowledge as a Crutch:** *You are one of the first faces that patients ask about treatment. Learn to be knowledgeable enough to be able to discuss with patients and not pass them on to someone else.*