Five Things to Never Say to Medical Practice Staff

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Instead of saying this, try, "What's your schedule look like today, and can I help you adjust priorities so that we can get this task completed by the end of the day?"

Although the first message is direct and to the point, slowing down and thinking of how your message is being received is critical in gaining respect and productivity from your staff.
Instead of saying this, try, "I understand your concerns about this project. We are on a deadline, so how I can help you complete this on time?"

You're acknowledging the staff member’s hesitation, offering to help be part of the solution, and you've left them with some dignity. This will result in your staff wanting to help out more and perhaps take on greater roles and responsibilities.
"How many times do I have to tell you the same thing?"

Instead of saying this, try, "I'd like to meet with you on this particular topic and make sure we're on the same page. Do you have time now?"

By taking a moment and meeting one on one, you might find that the employee simply does not understand your expectations and requirements for the task.
Instead of saying this, try, "We all have tasks to perform and our roles are all critical to insuring the success of our medical practice's goals."

You have explained that the employee is important and they are needed.
"Do you even know how to do your job?"

Instead of saying this, try, "There seems to be some confusion with the task at hand. Perhaps I did not communicate the requirements successfully. Let me try again."

You've accepted responsibility and acknowledge that the staff member is not performing the task correctly at the same time. This will allow the task to be corrected in a non-threatening manner.
Taking a moment and responding thoughtfully to your staff instead of a knee-jerk reaction will make sure your communication skill set continually improves. And your staff will respect you, which will help tasks get done faster. My group has a rule called, "mess up, fess up, fix it, and move on." Everyone is allowed to make mistakes, they happen, we all know it. Yet, letting go and moving on is critical to your daily productivity. Who wants to carry around guilt, shame, and stress?