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# Food For Thought



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## In This Issue

Do You Know How to be a Good Co-Worker?



#### "It's a Jungle Out There" for healthcare providers.

Times are tough. The regulations keep piling on and reimbursement rates have been cut. Competition is fierce and costs are rising. Successful healthcare leaders know they must stay ahead of changes in the marketplace and continue to seek out innovative new revenue opportunities. Navigating through the maze is a challenge and leaders often don't have other leadership resources for help in strategizing the direction of their business.

Now, Clint Maun is offering consulting and executive coaching for healthcare leadership and management. Imagine being able to confidentially discuss daily challenges, opportunities and receive immediate ideas, information and action recommendations for an affordable monthly fee. Essentially, you'd have a personal consultant and life coach on retainer for much less than his on-site fee, with no expenses.

Clint would be available via live webcam, phone conferences and email to discuss and coach on the challenges successful healthcare leaders face, such as:

- Reimbursement Issues
- Tough employees
- Strategic opportunities
- Methods to improve teamwork
- Revenue strategies
- Merger and acquisition opportunities
- Partnership with other health care providers

If you are interested in having Clint on retainer as a personal and professional advisor and coach, please contact Kathy Cain, VP, 800.356.2233.

### Do You Know How to be a Good Co-Worker? Tips to Help You Maintain Great Work Relationships

We all want to have positive and productive work relationships. Here are some key tips to help you stay on track:

- **Ask before you post.** Almost all of us have work friends who are included in our personal, social networks (i.e., Facebook). Make sure you're not compromising work relationships by posting pictures or sharing stories. Indeed, your co-worker may not want to be included in your Facebook or blog posting. Get their permission before you blast something out on social media.
- **Send hand-written thank you notes.** It's common for co-workers to give gifts or treats for special occasions (birthdays, work anniversaries etc). If you are on the receiving end, take time to thank them properly. As opposed to a quick e-mail or e-card, hand-written notes take time, thought and effort, and your co-workers will truly appreciate that when they open the envelope.
- Challenge your co-worker to be better. Compliments are great, but sometimes the best gift is helping a co-worker take their skills and talents to the next level. Be honest and provide constructive criticism when you think it's beneficial.
- Ask open-ended questions instead of giving advice. Most people don't want to be told what to do. If a co-workers asks you for advice, help them find their own solution by asking questions like, "Why do you think you want to do this?"
- Accept feedback. Don't get defensive or angry if a co-worker says something you don't want to hear. They're likely saying it because they care and they want to see you succeed.

"A friend is someone who knows all about you and still loves you."

—Elbert Hubbard

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Suite #222
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