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January 3, 2011

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Could *your* healthcare facility benefit from this?

Every healthcare facility can benefit from Revenue Enhancement!

Clint Maun, CSP has **two new programs** *custom-designed* to help you enhance your **revenue streams** and deliver increased customer satisfaction, smoother operations and sustainable, long-term market viability, especially given the forthcoming changes resulting from the recent healthcare reform!

These exciting new programs bring a wealth of proven-solutions to bear on improving your facility's revenue, so you can invest in other important aspects of your business, such as staff rewards & retention, site/technology improvements, partnership integration projects and more!

**The Future Of Reimbursement Is Now:
Take Action Today**



Wow! Look at the healthcare changes now in process and slated for the future. The U.S. government has an aggressive agenda which will considerably affect reimbursement for healthcare providers. The new healthcare system requires providers to be more competitive and customer service oriented to receive their full reimbursement. These stated changes are already having huge implications related to partnerships, integration and guaranteed outcomes. In this session, attendees will understand the importance of positioning their organizations for the changes to come. They will be provided immediate, necessary and practical action steps to address aspects such as bundling of reimbursements, development of ACOs and Value-Based Purchasing based upon quality measures and customer satisfaction.

The Kaleidoscope of Medicare Makeover

Playing with a kaleidoscope is always intriguing. Merely turning the rocks some will create an entirely new image. This is also the case with most long term care organizations. It is possible to substantially increase the organization's Medicare/Managed Care occupancy by simply rearranging a few critical "rocks". A complete redo or extreme makeover very often is unnecessary. In this session participants will learn how to use a team approach to create a more attractive, functional and productive environment through strategies such as delivery of service in the right location at the right time for the right result, implementation of correct staffing plans and advantageous utilization of building space.

**Let Clint Maun show your organization how to
Increase Revenue Now while Preparing for Tomorrow!**

**Review Clint Maun's Biography and References at <http://www.maunlemke.com>
or call Kathy Cain at 800.356.2233 for more information**



**Book multiple speakers for a \$\$\$ discount.
Ask us how!**

What Employees Really Want to Tell Their Bosses

If you're the boss or in a managerial position, you probably crave for your employees to tell it to you like it is. You most likely want to know what's on their minds concerning their job, their peers, and the workplace in general. Yet, if your employees are like most, chances are that their lips are fairly tight-sealed. So what's stopping your employees from being frank with you? In a word, the answer is usually fear. Fear of losing their job, their title, their bonus, their raise, their status, their future. It's a scary thing to talk to the boss.

Although you probably treat your employees extremely well, they are still probably anxious about saying what's truly on their mind. So what are some typical things that employees are afraid to tell you? Below are some common employee concerns for you to consider.

1. **"Be specific."** Although most employees don't like to be micromanaged, they do appreciate specific guidance and direction. There is a big difference between the two, and your employees appreciate your attention to the details.
2. **"Tell me what I'm doing right."** When you give employees detailed praise, they understand it, remember it, and work harder for you. Make an effort to point out the specific accomplishments your employees have achieved and tell them how much you appreciate their hard work.
3. **"I know my job better than you do."** Although you may know what your employees' jobs entail, you are not working their tasks day-in and day-out. So, accept the fact that your employees know some aspects of the business better than you do.
4. **"If I messed up, tell me about it right away."** No one likes to make mistakes, but we do want to know if we made one. Perhaps nothing is worse than bringing up a mistake six-months after the fact (i.e., during a performance review). Employees appreciate feedback and guidance so they don't make the same mistake twice; so provide constructive feedback as soon as you spot a mistake or mishap.

Keep these items in mind in your efforts to continuously improve employee communications. By placing yourself in your employees' shoes, you will be better equipped to tackle the issues that mean the most to them. At the end of the day, you ultimately want to let your employees know that it's safe to talk to you. So make it clear that they can speak to you without repercussions!

"We swallow greedily any lie that flatters us, but we sip only little by little at a truth we find bitter."
—Denis Diderot

Set Yourself Up for Success: Accomplish 3 Big Tasks before Your Day is Half-Over

It's an old (and probably overused) saying, but there really may be something to the phrase, "the early bird catches the worm." Indeed, if you get a good jump on your day the minute you walk into work, you are very likely to set the tone for success for the remainder of the day. The key is identifying your tasks and goals for the day—and then accomplishing your three biggest tasks before you head off to lunch. Then in the afternoon, finish the rest of your goals by the end of the day.

Complete your three most challenging tasks before your day is even half-over will do wonders to boost your outlook and productivity. Even though you have tackled your most difficult tasks, it's likely that your feelings of accomplishment will propel you to do more—not less—during the remainder of the day. Try it!

Words of Wisdom

If you want to be successful in this endeavor, there is one critical element to keep in mind: you will need to make a conscious effort not to get distracted. It's extremely easy to walk into work and do things like check your personal emails, surf the Web, or gossip with co-workers. So keep focused on getting your tasks done and save those items for your scheduled free time.

"Success is simple. Do what's right, the right way, at the right time."
—Arnold H. Glasow

Nursing Home, Assisted Living Rates Continue to Rise in 2010

For the third year, the National Council of Certified Dementia Practitioners (NCCDP) is offering a free, downloadable toolkit for the education of Alzheimer's and dementia staff. NCCDP developed the toolkit, along with declaring "Alzheimer's and Dementia Education Week February 14th to the 21st," to bring awareness to the importance of providing dementia education through interactive classroom environments.

The toolkit includes PowerPoint in-services for download through March 1, 2011. Each in-service is designed to be taught in 30 minutes to healthcare professionals and frontline staff.

The toolkit also includes:

- Nurse Educator of the Year nomination forms
- Proclamations for senators and mayors
- Letters to the editors promoting a facility's program
- Resources and Web sites
- 97 Ways to promote Alzheimer's and Dementia Staff Education Week 2011
- Nomination forms for the NCCDP Alzheimer's and Dementia Staff Education Week Contest

The toolkit can be accessed at [the NCCDP website](#). Please note that while nonmembers of NCCDP are allowed to access the toolkit, online registration is still required.

*"Education is simply the soul of a society as it passes from one generation to another."
—G.K. Chesterton*

The Not-So-Well-Received Flowers

A new business was opening and one of the owner's friends wanted to send flowers for the occasion.

The flowers arrived at the new business site and the owner read the card. It read "Rest in Peace". The owner was angry and called the florist to complain.

After he had told the florist of the obvious mistake and how angry he was, the florist said, "Sir, I'm really sorry for the mistake, but rather than getting angry you should imagine this. Somewhere there is a funeral taking place today and they have flowers with a note saying, "Congratulations on your new location' "

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