



July 5, 2017

### **WORKFORCE 21: Recruitment, Selection and Retention of Quality Employees**

*"If you are the employer of choice, you'll be the provider of choice."*

To run a successful organization, we must have dedicated, quality co-workers that embrace the team concept. Like never before, we're being challenged to find the quantity and quality of co-workers necessary to be involved on our successful team.

**It is possible to reduce turnover to lower than the national average in a short period of time!** Maun-Lemke can show your organization how to keep, select and recruit staff by improving team-based involvement in Recruitment, Selection, and Retention (RSR) that dramatically affects morale, communication, quality of delivery, and movement toward employer of choice status. Organizations can master these techniques for dealing with the *new* workforce:

1. How to develop a specific method for the individual unit/shift within a facility to keep score on success (this scorekeeping includes call-ins, overtime, agency utilization, tardiness, turnover, and floating).
2. How to implement a realistic model for pilot projecting and self-scheduling.
3. How to develop a specific understanding of how to deal with the workforce that is entering facilities today (especially individuals 24 years of age and younger).
4. How to implement a successful self-reporting system that develops team-based accountability and motivated behavior on a daily basis.
5. Designing a 12-week RSR team that accomplishes measurable results for turnover.
6. How to implement an accountable model for supervision/leadership on the unit or shift.

7. Preparing the organization for methods and techniques to engage in the *new* workforce.

If you would like more information on Maun-Lemke's WORKFORCE 21, contact Kathy Cain, Vice President at 800-356-2233.



## The Leading Edge

### What It Means to be a Professional

How would you define professionalism? To be sure, your definition of professionalism could very much differ from some of your colleagues. Age, culture, and background are all factors that can influence one's interpretation and expectations of a professional. So what guidelines and etiquette should we follow at the workplace? Here are some tried and true standards to bear in mind.

#### **What's *Not* Professional**

Let's start with what is universally unprofessional. Your employer or manager may not explicitly share their views of what being professional means. But there are some global standards as to what will get you labeled as unprofessional. They include:

- *Consistently finishing tasks or projects late, usually without any warning or outreach for help.* We can all get busy and fall behind, which is understandable. What is not acceptable, however, is completely failing to communicate with your peers and manager that you're not going to hit a deadline or complete a task. It's simply unprofessional.
- *Being unprepared for meetings, or worse, skipping them entirely without any notice.* This conveys that you have little respect for your colleagues and don't care enough about your job to properly prepare.
- *Gossiping at work.* This is never considered professional and usually always comes back to bite you!
- *Being unresponsive or having long delays in your communication.* If it takes you days to reply to an email or return a phone call, you will quickly be labeled as unresponsive and unprofessional. Most people expect a response (at the very least just acknowledging you received the message) within one business day.

#### **What *Is* Professional**

There are indeed common practices and guidelines that are universally agreed upon as being professional. Take note of the following and try to adhere to all of these standards:

- *Doing your job well and asking for help when you need it.* Being professional means being competent. You can be relied upon to do your job well. It also means having the wherewithal to ask for help and support when you're overwhelmed, busy, or simply don't have all the answers.
- *Following through.* Dependability means you follow through by doing what you say you're going to do and it's a key way to demonstrate professionalism. This quality will help differentiate you from the crowd. Being a person of your word will build and sustain a positive professional reputation.
- *Staying positive all or most of the time.* Showing that you can stay positive in even the hardest or most challenging times speaks volumes of your professional demeanor and work ethic. Having an upbeat attitude and trying to be a problem-solver makes a big difference.
- *Offering help and support.* You may not even realize it, but taking time to help your colleagues shines a bright light on your reputation. It demonstrates that you aren't solely focused on your tasks and projects and are willing to set those aside for a moment to help a co-worker in need. True professionals are dedicated to teamwork and helping the organization achieve its overarching goals.
- *Staying focused.* Professionals have the ability to focus on work while they're at work. They don't allow outside factors like their personal lives to impact their performance. They're not easily distracted and place a sharp focus on being productive.

There are of course countless items that can be added to the nonprofessional and professional list. The items above are a great starting point and guidepost when it comes to bolstering your healthcare career and reputation. Remember, the actions you take (or choose not to take) put your professional reputation at stake. It doesn't take much to establish a negative reputation. On the other hand, a rock-solid reputation sticks with you, and can help you get noticed and advance your career.

*"Along with success comes a reputation for wisdom."  
—Euripides*



## Employees Matter

### How You Can Fight "Sitting Disease"

As a healthcare professional, you probably already know that regular exercise (about 30 minutes most days of the week) is critical to one's health. But did you know that how active you are throughout the rest of your day may be just as critical? Research published in the *Annals of Internal Medicine* found that the benefits of exercise can be blunted if you spend the rest of your day sitting. Indeed, sitting has become the new

smoking in terms of health risks, and the goal is to add more movement throughout your day (this applies to patients too!).

Luckily, being active throughout the day isn't as hard as you probably think. Here are some simple strategies that will help you incorporate calorie-burning movements into your day (you may already be doing a lot of these things without even realizing it!)

### Simple Ways to Move More

1. **Take 5 minutes and walk as fast as you can.** Almost everyone can spare 5 minutes for a quick walk (you can simply walk the hallways at work or go around the block). Pick up your pace and try to go as fast as you can for these 5 minutes. A faster-paced walk will burn more calories, build your leg muscles, and is great cardio exercise for your heart and lungs.
2. **Remember that more errands and chores = more movement.** Experts note that increasing the little bits of exercise you get when you're cleaning the kitchen, doing laundry or grocery shopping are key to bumping up your calorie burn. So take on those chores with a smile—not only will you have a clean house but you'll get healthier while doing it!
3. **Do air squats during commercial breaks.** Yes, you can still watch TV and get some movement in. Do as many squats as you can until your shows comes back on (you'll get a workout from this—try it!).
4. **Make a homemade dinner.** Not only will you likely save calories with a home cooked meal, but you'll also burn more calories by preparing it. Chopping veggies, preparing the meats and sides requires considerable energy.
5. **Do calf-raises while brushing your teeth.** Rise up on the balls of your feet and then lower yourself down again. You've now gotten in a mini workout before you even head out the door!

*"Believe with all of your heart that  
you will do what you were made to do."  
—Orison Swett Marden*



## News You Can Use

### New HHS Checklist for Cyber-Security Preparedness

The Department of Health and Human Services Office for Civil Rights (OCR) recently published a [cyber-security checklist for healthcare providers](#). The HHS guide offers HIPAA-covered entities step-by-step recommendations for how to handle a cyber-related event, such as a ransomware attack, beginning with immediately executing their response procedures and contingency plan. The guide urges healthcare providers to act quickly to stop and report cyber security related-incidents within their

facilities.

Providers should fix any technical issues and stop the incident. They then should mitigate any “impermissible disclosure” of protected health data whether through in-house efforts or with help from an outside entity.

The checklist also encourages providers to report the event to other law enforcement agencies, federal organizations and to OCR. For attacks affecting 500 or more people, providers must inform OCR no later than 60 days after discovering the incident.

*"Arguing with a fool proves there are two."  
—Doris M. Smith*



## Just For Fun

### Philosophies to Ponder

- If at first you don't succeed, destroy all evidence that you tried.
- A conclusion is the place where you got tired of thinking.
- For every action, there is an equal and opposite criticism.
- Never do card tricks for the group you play poker with.
- No one is listening until you make a mistake.
- Success always occurs in private, and failure in full view.
- The hardness of the butter is proportional to the softness of the bread.
- Two wrongs are only the beginning.
- You never really learn to swear until you learn to drive.
- The problem with the gene pool is that there is no lifeguard.
- Monday is an awful way to spend 1/7th of your life.
- The sooner you fall behind, the more time you'll have to catch up.
- The light at the end of the tunnel is the headlight of an approaching train.



## Quick Links



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