

Everyone makes mistakes.

Including leaders.

I recently noticed that I had a few disgruntled employees on my team. Their upset was that I lost touch with our one-to-one sessions between all the daily meetings with our medical clinics.

With many businesses working remotely, leadership must know how to keep their teams engaged in reducing burnout. I met with my team today in our weekly group huddles and started with an acknowledgment of their concerns, followed by a sincere apology, and offered resolution. Being transparent opened the door for others to be transparent, and they began to share viable solutions that could contribute to the organization's overall success. After the huddle ended, team members left happy, overall productivity increased & our team served more patients than the day before.

Leaders, don't underestimate the power of HONESTY & TRANSPARENCY. When we can admit our mistakes and receive feedback and appropriate resolution, it helps to restore TRUST, ENGAGEMENT & INCREASED PRODUCTIVITY within our teams.

Happy & engaged employees= happy customers.

Because people matter!

