



## Your Quarterly Business News

Welcome to an Inside Look, a business resource for Physicians to assist in the key operations of your Medical Practice. Each quarter will focus on a specific theme, with this issue focusing on Human Resources, the most significant investment of your small business.

### Staff Salary Survey

Earlier this month, members had an opportunity to complete a Staff Salary Survey for the purpose of gathering comparative industry wage data. Stay tuned for your comparative report of the range, median, mean and variability of wages by position-type, and work experience in early December, 2018. It will be sent to you directly by Impact Economic Consultants Ltd.

### Real Wage Calculator

Is the cheque your employee receives every two weeks really reflective of their total compensation? What is your employee's *real* wage.

[Click here](#) for the Wage Calculator

### The Culture Code

How do you build, sustain and strengthen great culture in your practice? Working toward a shared goal is facilitated by a successful organizational culture which has been intentionally created. What do you need to do? [Click here](#) for a summary of Daniel Coyle's *The Culture Code*. To define your organizational culture, [Click here](#) to connect your work to your vision.

### Physician Leadership- a journey not a destination

Leadership is a skill which can be taught and developed. What are those things a leader can do to improve their skills right now? [Click here](#) for five ways to do just that:

Medical Practice operations are challenging. For which business topics do you want more information? [Click here](#) to tell us.



September 27, 2018

### Recognize an Employee's Good Work by Asking How They Pulled It Off

Employees want to feel appreciated, but a simple "Great job!" isn't always motivating — especially if you say it all the time. When you want to praise someone for their work on a project, try being curious about how they pulled it off. You might say something like, "That was really impressive. Will you tell me how you did it?" By showing interest in the story behind the accomplishment, you honor the results as well as the person who reached them. You also get a view into how the person solves problems, what parts of the work they love, and what makes them feel proud — insights that can be helpful when making assignments. And if the employee suffered any personal costs during the work, acknowledge the toll it took. Whether they gave up time with family or bore the political risks of a highly visible project, talking about the costs will encourage the person to be honest with you in the future.

Adapted from "[What Not to Do When You're Trying to Motivate Your Team](#)," by Ron Carucci