

Medical Match

Direct Hire and Contract Staffing



April 2011 **Need desk or clinical staff, billers or management?** **303-980-1000**

EMPLOYEES AS RESOURCES

Most business owners set up their enterprises **to be profitable** and **to provide a safe, efficient place** to create their products or services. Unless working independently, entrepreneurs need personnel. Employees want to go to work with dignity, to do a good job, to be respected by co-workers and bosses, and to be fairly rewarded for their efforts. Owners and personnel together can help a business thrive.

As shown on the television show, "Undercover Boss", business isn't simple and doesn't always move forward smoothly. Owners can't see all the daily activities at once. **By observing, thinking about solutions, and communicating, employees can help an employer with facts to eliminate small problems before they grow.** Here are examples of how companies solved business-centered problems, a negative personality situation, and an external community stress.

BUSINESS-CENTERED EXAMPLE: The Call Center department was noisy and wasn't making minimum quotas of calls. The new manager had a meeting to **ask for suggestions** to make their jobs easier and to reach the production goals. They **solved the problems** with little money: rearranging hours, adding lighter headphones, moving in a portable sound-barrier, and publicly congratulating the now-happy, more-productive team.

PERSONALITY EXAMPLE: The HR manager was ordered to hire a friend of the owner, who turned out to be rude to patients, unskilled, overpaid, and always late. The manager **observed, documented complaints, warned her, and figured the money loss to the practice.** The business owner had an easy decision to fire the friend.

EXTERNAL EXAMPLE: When managing the food service for a convention hall, 12 staff came in at 3:00am, always anxious and nervous. Although several miles away, the city had been having drive-by shootings. **Asked questions.** The staff was afraid when crossing the large, shadowy parking lot at night. **Provided solutions.** The city added strategic lighting and had a police car presence at the convention hall at 3am. In addition, I scheduled in-house first aid training, with wound care as the first topic.

WHERE DID THEY HIDE THEIR VALUABLES?

Senior moving companies list unusual places to find hidden valuables. The owners may have died or have forgotten, and relatives don't know. The obvious storage spots are pockets, purses, drawers AND

1. Jewelry frozen in a pound of hamburger
2. Cash in books and Bibles.
3. Rings in pill bottles.
4. Stocks taped *under* drawers, *under* trashcans
5. Cash attached to the backs of pictures
6. Jewelry in the legs of ironing boards.
7. Silver dollars stored in paint cans
8. Re-closed food boxes filled with cash
9. Items sewn into coat linings, drapery linings
10. Jewelry in drilled headboard holes
11. Cash in toes of shoes and boots
12. Stocks in metal tool boxes, under tools
13. Emeralds in flour and sugar containers
14. Dollars rolled and stuffed into Holy statues
15. Money in a mattress hole
16. Treasures in ceilings, walls, and buried outside.

YOU KNOW THERE IS A RECESSION WHEN...

A picture is now only worth 200 words....a polygamist has only one wife....we get pre-declined credit cards in the mail...CEOs now play miniature golf...McDonald's is selling the ¼ Ouncer...Angelina Jolie adopted a child from America...Treasure Island Casino in Las Vegas is managed by Somali pirates.