
Dr. Steve Vargo, IDOC Optometric Practice Management Consultant

I am a full time practice management
consultant for IDOC.



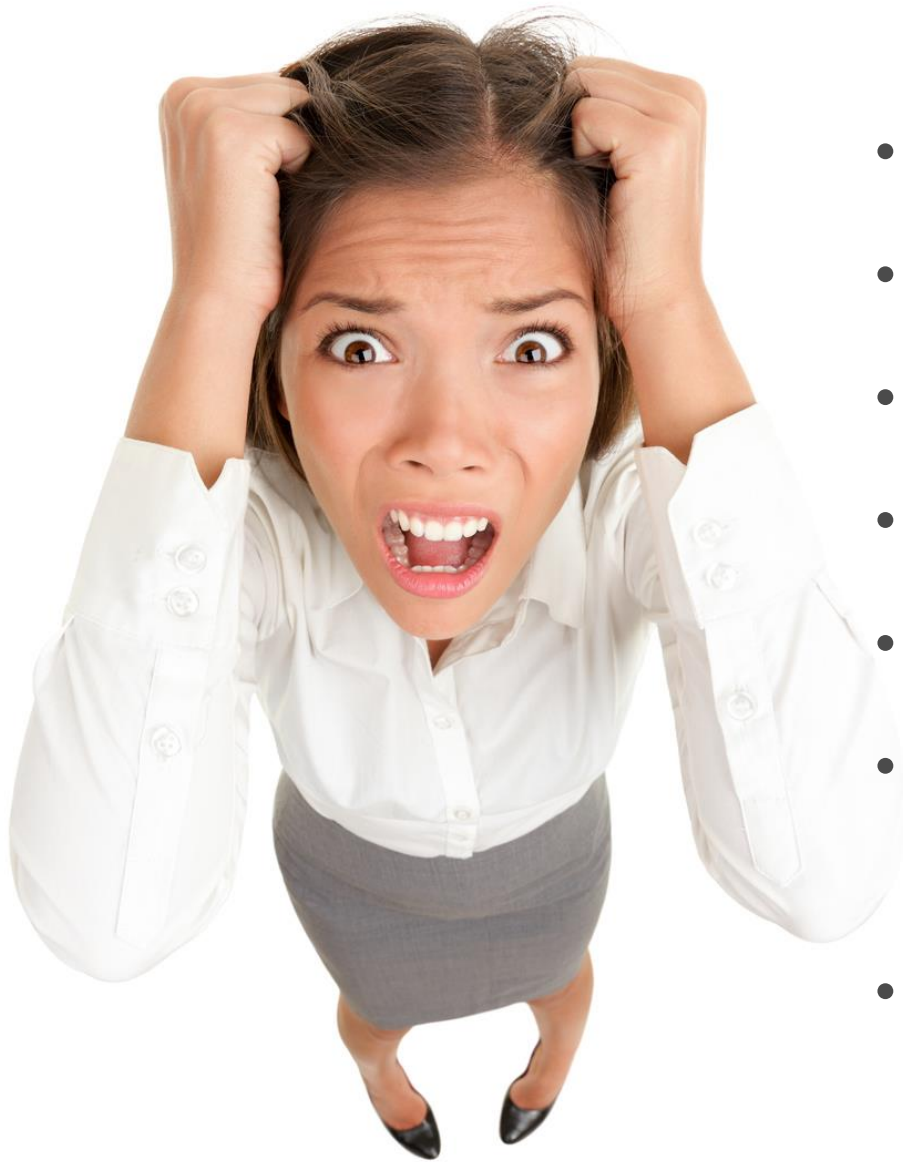
Are You a Top Performer?

Steve Vargo, OD, MBA

High-performing team

- More productive workplace
- More teamwork / collaboration
- Less drama
- Less conflict
- Greater trust
- Higher levels of motivation
- More FUN!






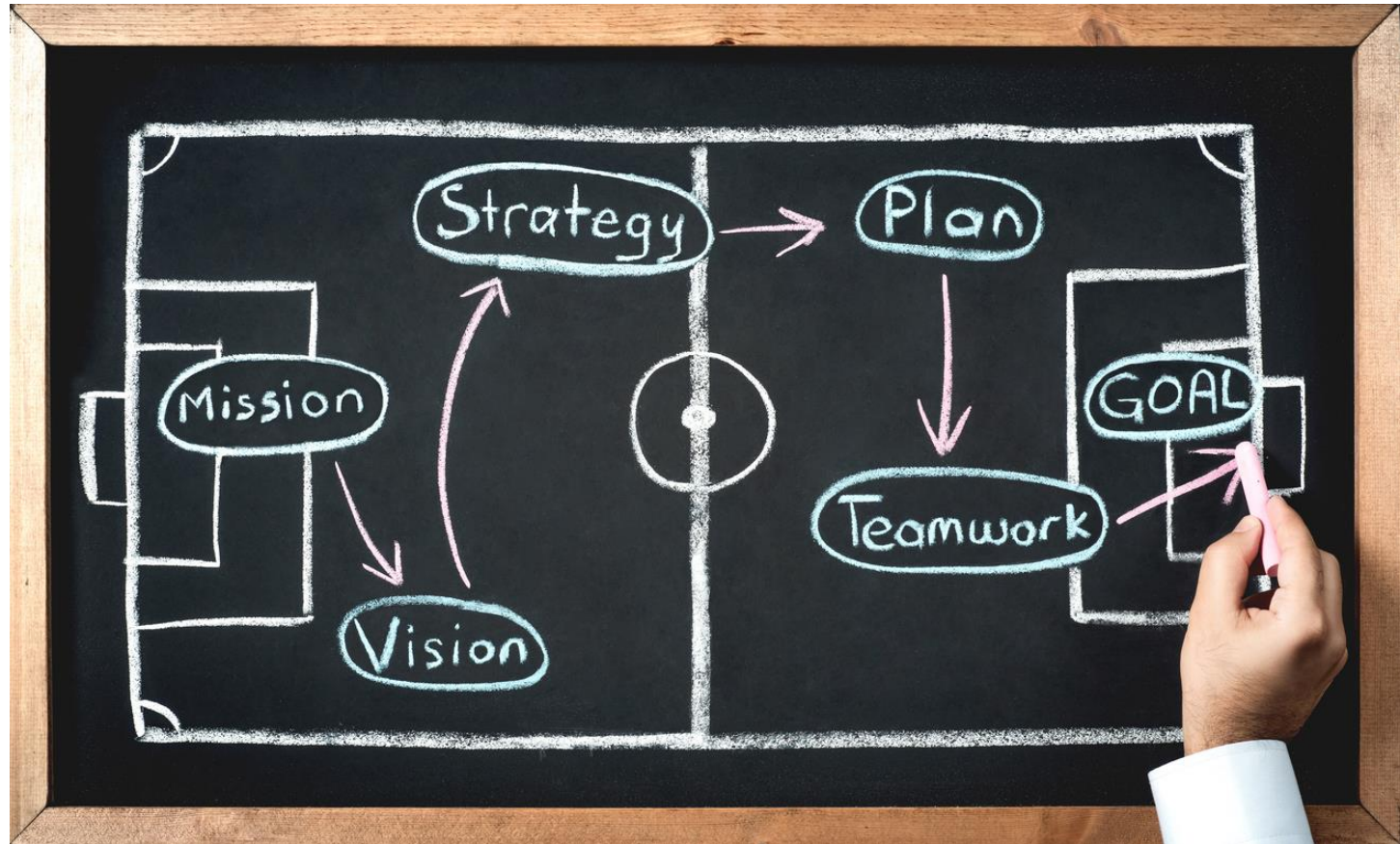
- Declining productivity
- Poor teamwork
- Excess drama
- More conflict
- Less trust
- Low levels of motivation
- **NOT FUN!**

It's hard to find good people!!



FANDANGO
MOVIECLIPS 

Are you coachable?



50%

of U.S. workers lack clarity on what is expected of them at work.

Source: Gallup

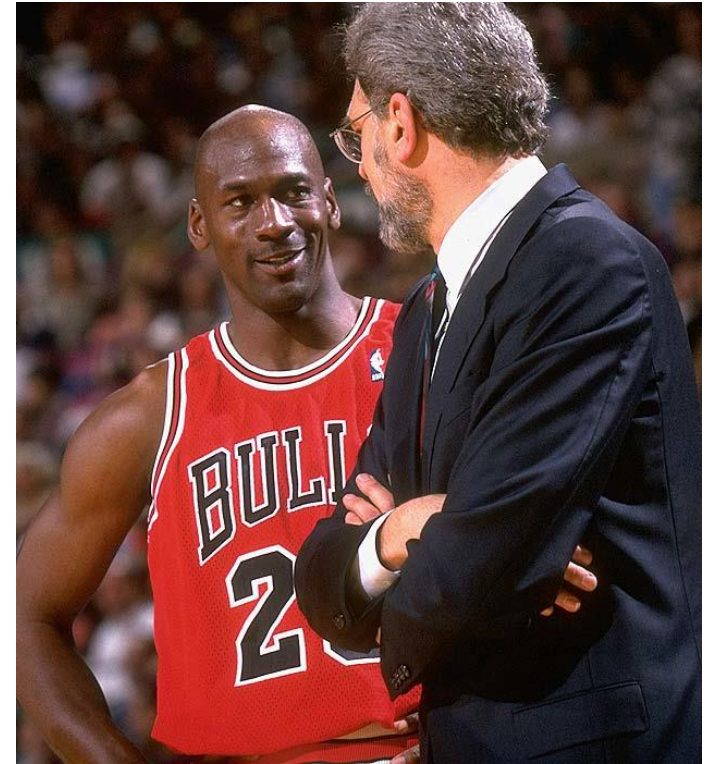
Did you...

1. Set clear expectations?
2. Provide adequate training?
3. Provide frequent performance feedback?



“My best skill was that I was coachable. I was a sponge and aggressive to learn.”

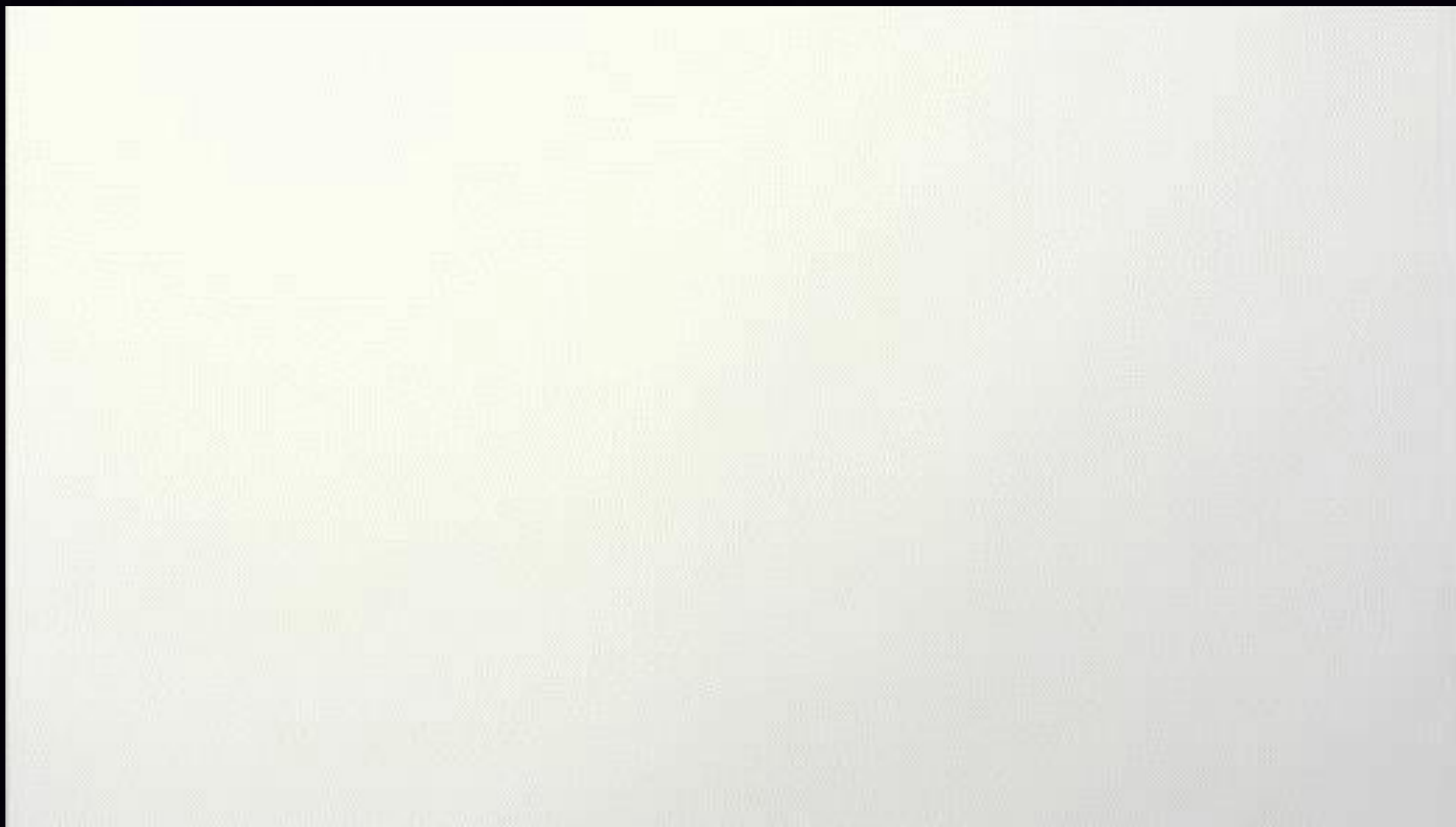
- Michael Jordan



Are you motivated?



"We find it helps our less motivated employees."



Do you like your job?

Do your employees like their job?

Quality ↑

↑
Efficiency

↑ Flexibility

↑
Speed

↑
Performance

↑ Reliability





Are you emotionally intelligent?



3 signs of emotional intelligence

1. Self-awareness - the ability to handle criticism without denial, blame or excuses
2. Open-minded – **open to other people's** ideas WITHOUT judging
3. Good listener



Are you a good culture fit?



Hire for the right fit

1. Identify the attitudes you seek
2. **Don't give a roadmap**
3. Ask behavioral-based questions

Do you have experience?

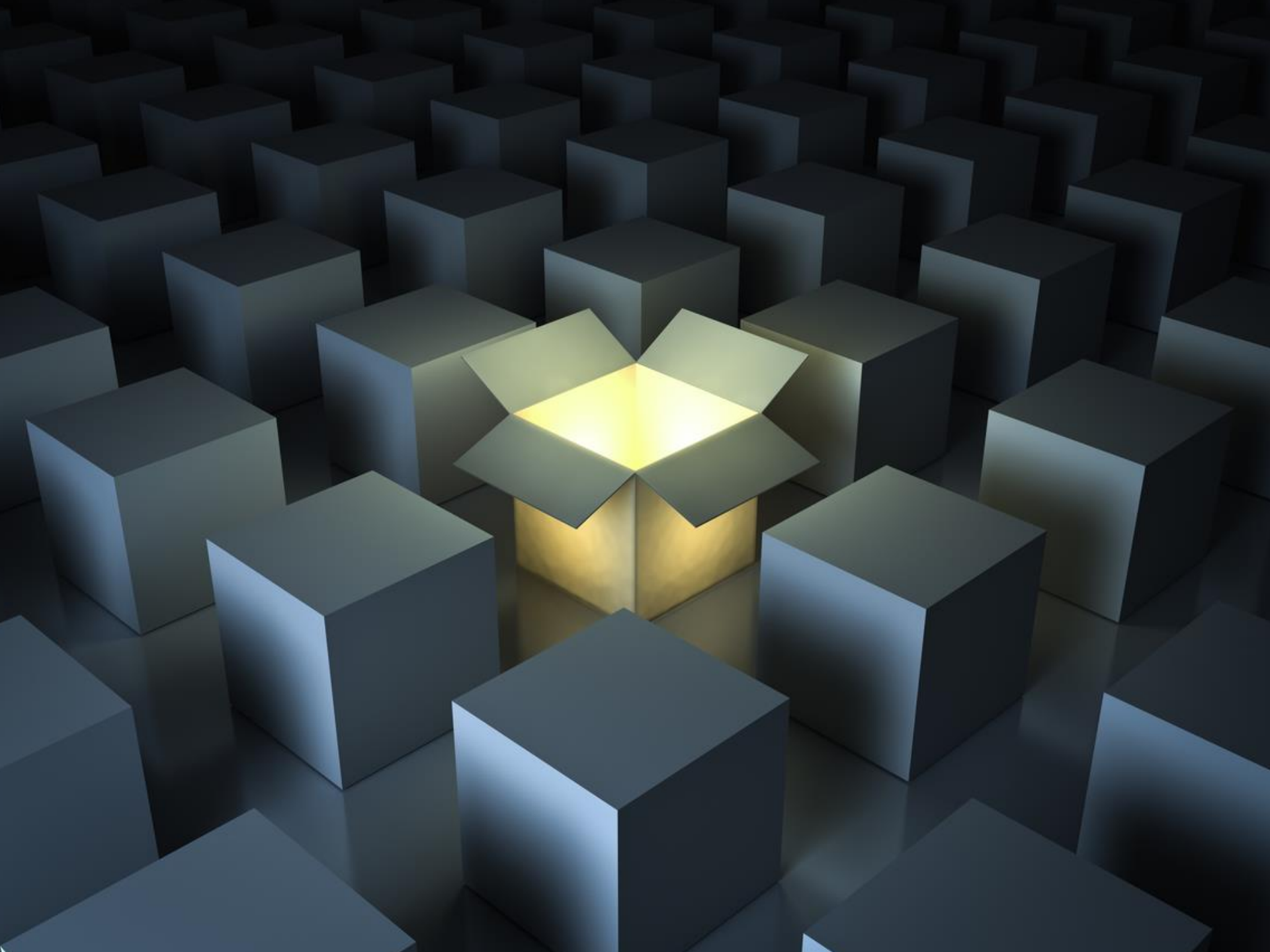


Top 5 reasons new hires fail

1. **Coachability (26%):** The ability to accept and implement feedback.
2. **Emotional Intelligence (23%):** The ability to understand and manage one's own emotions and accurately assess others' emotions.
3. **Motivation (17%):** Sufficient drive to achieve one's full potential.
4. **Temperament (15%):** Attitude and personality suited to the particular job.
5. **Technical Competence (11%):** Functional or technical skills required to do the job.

Are you a top performer?

- Are you **coachable**?
- Are you **motivated**?
- Are you **emotionally intelligent**?
- Are you a good **culture fit**?
- Are you **experienced**?



Thank You!!

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