TEAMBUILDING MASTERCLASS

MGE management experts

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1

STAFF ISSUES:

- Trouble hiring
- Turnover
- Non-performance
- Lack of motivation & origination
- Lack of responsibility
- Slow, Inefficient
- Disinterest in training / improvement

2

WHAT WE FOUND

The root of staff-related issues with clients, boil back to one or more of the following:

1. **Hiring unworkable applicants.**
2. **Placing an employee _directly_ onto post without:**
   a. Basic orientation to the office.
   b. Posting as "expeditor" or "trainee" while moving through basic hatting/training as a new team member. Would also allow for employee to establish an acceptable production record while studying.
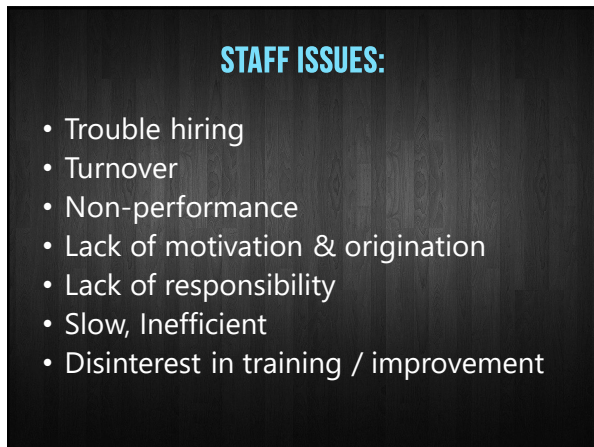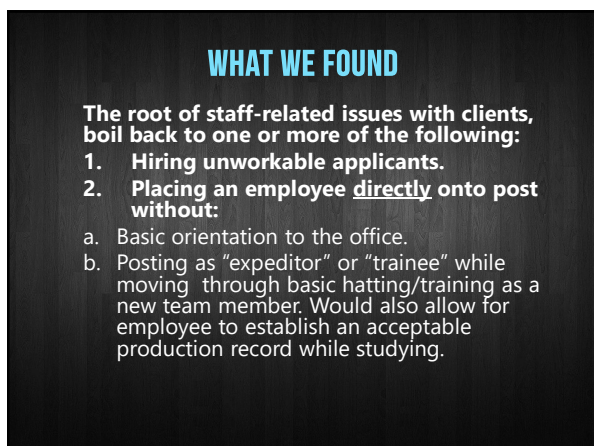
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WHAT WE FOUND

3. Placed onto post with:

a. No staff "basics" or proof of ability to produce.

b. Inadequate hatting, apprenticeship and groove-in.

c. Inadequate supervision.

4. Keeping non-productive employees for too long.

4

ADDRESSING THE PROBLEM

1. How to hire workable applicants.
2. Explanation of in-between "expeditor" or trainee phase.
3. Ironing out initial posting and apprenticeship.
4. Management Tips, Discussion of Company culture and Supervision.

5

ADDRESSING THE PROBLEM

1. **How to hire workable applicants**
2. Explanation of in-between "expeditor" or trainee phase.
3. Ironing out initial posting and apprenticeship
4. Management Tips, Discussion of Company culture and Supervision.

6

HIRING

Hiring basics:
1. Group interview for administrative or no-experience positions.
2. Individual interviews for more specialized positions.

7

HIRING

Applicant screening:
1. Tone Level
2. Production Record
3. References
4. Long-term work plan/goals.
5. Agreement with office mission/philosophy
6. Employee Testing.

8

ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"Communication lag is the length of time intervening between the asking of the question by the person and the reply to that specific question by a person**."**

– L. Ron Hubbard

9

ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"It does not matter what intervenes in the time between the asking of the question and the receipt of the answer. The person may outflow, jabber, discuss, pause, hedge, disperse, dither, or be silent."

– L. Ron Hubbard

10

ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"No matter what he does or how he does it, between the asking of the question and the giving of the answer, the *time* is the communication lag."

– L. Ron Hubbard

11

ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"The near answer, a guessing answer, an undecided answer, are alike imprecise answers and are not adequate responses to the question." **– L. Ron Hubbard**

12

ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"Now here comes a specialized knowledge on communication lag. A person may have a very short lag on social questions. They may be able to answer immediately and expertly what their name is, how old they are and many other things."

– L. Ron Hubbard

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ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"These questions are actually being answered by 'social machinery' or habitual practice. They have actually no lag, apparently; but remember, the interviewer in this case is not asking the person: they are asking a social response machine for the socially acceptable answer."

– L. Ron Hubbard

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ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"Thus, in establishing communication lag, it is necessary for the interviewer to ask nonsocial questions."

– L. Ron Hubbard

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ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"The question 'What is your name?' may be replied to very readily.

– L. Ron Hubbard

16

ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"However, this is a social question, and thus one would have to ask the question such as 'How many doors in this room?' in order to post a question which requires intelligent differentiation on the part of the person."

– L. Ron Hubbard

17

ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"The length of time it takes for him to resolve this question as a problem and reply to it is the lag time."

– L. Ron Hubbard

18

ESTABLISHING TONE LEVEL THROUGH "COMMUNICATION (COMM) LAG"

"Actually it is the process lag which situates the person on the Tone Scale for the interviewer."

– L. Ron Hubbard

19

DRILL

1. List out 3 social questions that would get an automatic "social machinery" response.
2. Now make a list of 3 questions that are not social that would make a person really look and think.
3. If you're attending online, type "comm-lag" In the chat when you're finished!

20

HIRING

Applicant screening:
1. Tone Level
2. **Production Record**
3. References
4. Long-term work plan/goals.
5. Agreement with office mission/philosophy
6. Employee Testing.

21

PRODUCT DEFINED
By L. Ron Hubbard

"**PRODUCT: 1**. a completed thing that has exchange value within or outside the activity. **2.** a product is a finished high quality service or article, in the hands of the being or group it serves, as an exchange for a valuable. That's a product."

– L. Ron Hubbard

22

PRODUCT EXAMPLES

Some examples of a product:

a. **Receptionist** – A properly routed phone call.
b. **Scheduling Coordinator** – A patient who shows up on time for their appointment for the correct amount of time.
c. **Financial Coordinator**– All funds collected for services rendered.
d. **Cook -** A meal that tastes good and is worth paying for.

23

SAMPLE QUESTIONS TO DETERMINE PRODUCTION RECORD

a. **Front-desk person:** How many people would you schedule per day for an appointment? What was your percentage of appointments kept? How many patients would you check out in a day?

b. **Collections:** What was your collection percentage? What was your collections volume?

c. **Assistant:** How many procedures did you assist for in a day? What part of these procedures were you responsible for doing?

24

SAMPLE QUESTIONS TO DETERMINE PRODUCTION RECORD

d. **A student:** Grades, projects they were responsible for. Awards they won.

e. **A salesperson:** How much did you sell on an average week/month/quarter? You can also have them compare this with their colleagues in the same firm; for example: With your sales volume how many people sold more/less or where did you rank amongst salespeople in your firm?

25

DRILL

1. Write down a position in your practice that you're having trouble with.
2. Now work out and write what the product of this position would be.
3. If you're attending online, type "product" in the chat when you're finished.

26

HIRING

Applicant screening:
1. Tone Level
2. Production Record
3. **References**
4. Long-term work plan/goals.
5. Agreement with office mission/philosophy
6. Employee Testing.

27

HIRING

Applicant screening:
1. Tone Level
2. Production Record
3. References
4. **Long-term work plan/goals.**
5. Agreement with office mission/philosophy
6. Employee Testing.

28

HIRING

Applicant screening:
1. Tone Level
2. Production Record
3. References
4. Long-term work plan/goals.
5. **Alignment with office mission/philosophy**
6. Employee Testing.

29

HIRING

Applicant screening:
1. Tone Level
2. Production Record
3. References
4. Long-term work plan/goals.
5. Agreement with office mission/philosophy
6. **Employee Testing.**

30

HIRING

Dates of Tests Shown
7/29/2016

31

HIRING

Dates of Tests Shown
11/3/2017

32

ADDRESSING THE PROBLEM

1. How to hire workable applicants
2. **Explanation of in-between "expeditor" or trainee phase.**
3. Ironing out initial posting and apprenticeship
4. Overview of Management, Company culture and Supervision

33

PHASE I & PHASE II

PHASE I: AN EXECUTIVE SINGLE-HANDS WHILE THEY TRAIN THEIR STAFF.

PHASE II: AN EXECUTIVE GETS PEOPLE TO GET THE WORK DONE.
                            – L. Ron Hubbard

34

EXPEDITOR/TRAINEE PHASE

• **Office Orientation Checklist**

35

EXPEDITOR/TRAINEE PHASE

• Office Orientation Checklist
• **Basic hatting on Study Technology as developed by Mr. Hubbard and Key Word List of office terms**

36

STAFF NOT COMPLETING CYCLES OF ACTION?

"A misunderstood word can prevent a person from understanding the remainder of what is heard or written."

– L. Ron Hubbard

37

STAFF NOT COMPLETING CYCLES OF ACTION?

"I have now discovered that: A MISUNDERSTOOD on any given subject CAN PREVENT THE COMPLETION OF A CYCLE OF ACTION related to that subject."

– L. Ron Hubbard

38

STAFF NOT COMPLETING CYCLES OF ACTION?

"Therefore, those people who don't complete cycles of action on certain subjects have a misunderstood word on them."

– L. Ron Hubbard

39

POOR PERCEPTIONS?

"Misunderstoods can also act as perception shut-offs. They can actually interrupt a person's perception."

– L. Ron Hubbard

40

POOR PERCEPTIONS?

"This opens the door to the fact that people apparently do not see, hear, notice or handle outnesses when they have Misunderstoods on them."

– L. Ron Hubbard

41

COMPLEXITIES?

"Misunderstoods lead to complexity. People who have misunderstoods in an area are inclined to develop vast complexities. They can generate confusions and complexities beyond belief."

– L. Ron Hubbard

42

COMPLEXITIES?

"People do this because, having misunderstoods, they do not confront and duplicate in the area and so get into a lot of think-think and unnecessary significance."

– L. Ron Hubbard

43

COMPLEXITIES?

"Their ability to get things done in that area dwindles as a result. And at the bottom of all this is simply misunderstood words."

– L. Ron Hubbard

44

CRITICAL /SUDDEN DEPARTURES?

"When a word is not grasped, the student then goes into a noncomprehension (blankness) of things immediately after."

– L. Ron Hubbard

45

CRITICAL /SUDDEN DEPARTURES?

"This is followed by the student's solution for the blank condition, which is to individuate from it—separate self from it."

– L. Ron Hubbard

46

CRITICAL /SUDDEN DEPARTURES?

"Now being something else than the blank area, the student commits harmful acts against the more general area."

– L. Ron Hubbard

47

CRITICAL /SUDDEN DEPARTURES?

"This is followed by restraining himself from committing harmful acts."

– L. Ron Hubbard

48

CRITICAL /SUDDEN DEPARTURES?

"This is followed by various mental and physical conditions and by various complaints, faultfinding and look-what-you-did-to-me."

– L. Ron Hubbard

49

CRITICAL /SUDDEN DEPARTURES?

"This justifies a departure, a blow.*"

– L. Ron Hubbard

* Blow: leave hurriedly

50

EXPEDITOR/TRAINEE PHASE

- Office Orientation Checklist
- Basic hatting on Study Technology as developed by Mr. Hubbard and a Key Word List of office terms
- **Expediting/working in the area you plan to post them *while* studying:**
- **General staff manual,**
- **Initial training on Practice Software**
- **DDS Success basics.**
- **Through this we can ensure that they can get a product.**

51

MISTAKES

"He who cannot be hatted will not learn by mistakes."

– L. Ron Hubbard

52

REPEATING MISTAKES

"It isn't making mistakes that is actionable; it is failing to learn from them and repeating them."

– L. Ron Hubbard

53

REPEATING MISTAKES

"A failed student is apparently somebody who can't be hatted either and they are detected by somebody who makes the same mistake over and over and doesn't correct themselves.

Thus it's possible to detect a failed student by somebody who makes the same mistake."

– L. Ron Hubbard

54

REPEATING MISTAKES

"We are not unduly concerned with somebody who is unhatted. We are only concerned with people who cannot be hatted and these are easiest to detect by observing when they make the same mistakes without correcting themselves. This person is not only dangerous on lines but also frankly can't be utilized."

– L. Ron Hubbard

55

REPEATING MISTAKES

"Where you have someone who does not learn from their mistakes and cannot be hatted, it is better to replace the person rather than just hope."

– L. Ron Hubbard

56

DEV-T MERCHANT

"If a new person hasn't gripped it (new post) in a week, is still begging for help from all, he's a dev-t merchant. Unload, he won't be any better in ten weeks and the organization will be a lot worse."

– L. Ron Hubbard

57

A MODEL HAT FOR AN EXECUTIVE

"The only persons an executive cannot handle are those who continually say or dramatize: "It can't be done." No matter if this person is the attorney or the accountant or the head sweeper, if their response to all solutions offered is: "It can't be done" (either stated or acted out), the executive has only one answer: fire them."

– L. Ron Hubbard

58

A MODEL HAT FOR AN EXECUTIVE

"Short of this action, the executive has no other course to take. Threats, penalties, scoldings all accomplish nothing."

– L. Ron Hubbard

59

A MODEL HAT FOR AN EXECUTIVE

"We have then three classes of possible personnel:

1. The willing,

2. The defiant negative,

3. The wholly shiftless."

– L. Ron Hubbard

SHIFTLESS: (of a person or action) characterized by laziness, indolence, and a lack of ambition.

60

A MODEL HAT FOR AN EXECUTIVE

"To handle these we have three classes of action only and none in between.

Class One: Handle them as outlined here with understanding, intelligence, helpfulness, courage and compassion."

– L. Ron Hubbard

61

A MODEL HAT FOR AN EXECUTIVE

"**Class Two:** Dismiss.

Class Three: Dismiss.

Classes two and three are nonemployable. Why burden the staff or economics of the organization with them?"

– L. Ron Hubbard

62

THE WILLING

"The Willing include the overbearing, the meek, the swift, the slow, the efficient, the worried."

– L. Ron Hubbard

63

THE WILLING

"Threats and punishing regulations do not help them – only hurt the innocent with the guilty. Tight scheduling, insistence, reason, crispness, and ARC help them."

– L. Ron Hubbard

64

THE WILLING

"The Unwilling are bait for the unemployment bureau. Leave a post vacant rather than hire them. You'll wish you had."

– L. Ron Hubbard

65

THE WILLING

"Don't confuse a clash of personalities, independence and lack of subservience with unwillingness to do. Some very high-class bastards can do some high-class jobs."

– L. Ron Hubbard

66

THE WILLING

"The Unwilling only do or say "can't" no matter what solution or task is offered. If they're out of your organization or department, you have only the willing left-so why look further in executing than being decent."

– L. Ron Hubbard

67

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THE WILLING

"The person who doesn't appreciate it isn't with you anyway. So that leaves only one code of conduct for an executive to follow, the one outlined here."

– L. Ron Hubbard

68

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THE WILLING

"An executive's personnel hat excludes the Mr. No and Miss Can't and Master Flop. An executive needs as much discipline and anger as they let the Unwilling in."

– L. Ron Hubbard

69

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THE WILLING

"The first principle of an executive is to accomplish the goals of the organization and department. They must employ the Willing and maintain ARC. And remember that there's an R in it."

– L. Ron Hubbard

70

ALTERATIONS AND NON-COMPLIANCE

"Alteration of orders and technology is worse than noncompliance."

– L. Ron Hubbard

71

EXPEDITOR/TRAINEE PHASE

- **Daily reports by their assigned area I/C.**
- Review and placement within 1-2 weeks.

72

EXPEDITOR/TRAINEE PHASE

- Daily reports by their assigned area I/C
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73

ADDRESSING THE PROBLEM

1. How to hire workable applicants
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74

POSTING AND APPRENTICESHIP

1. **New appointee to study, get checked out on and drilled on post hat. Must be able to apply.**
2. Apprenticeship actions until they are fully in command of their hat (by stat).
3. Use checklists and routing forms to assist with bringing the new person up to speed.

75

WHY HATTING?

"LAW: BY HATTING A PERSON, THEY ARE GREATLY STRENGTHENED AS THEY ARE HELPED TO HOLD THEIR POST."

– L. Ron Hubbard

76

THE VITAL NECESSITY OF HATTING

"HATTING = CONTROL.
A person who is hatted and control their post.
If they can control their post they can hold their position in space – in short, their location. And this is power."

– L. Ron Hubbard

77

THE VITAL NECESSITY OF HATTING

"When a person is uncertain, they cannot control their post, they cannot control their position. They feel weak. They go slow."
If they can control their post and its actions they feel confident. They can work effectively and rapidly."

– L. Ron Hubbard

78

THE VITAL NECESSITY OF HATTING

"The key is CONTROL.
Control is the ability to START, CHANGE and STOP."

– L. Ron Hubbard

79

THE VITAL NECESSITY OF HATTING

"When they are hatted they know the tech of HANDLING things. Thus they can control them. They are at CAUSE over their area. "

– L. Ron Hubbard

80

EMPLOYEE TRAINING

"Basic training, hats, checksheets and packs MUST exist for every member of a group.
Criminal or antisocial conduct occurs where there is no hat"

– L. Ron Hubbard

81

EMPLOYEE TRAINING

"Ask yourself "Who isn't trained on their post and hatted? And you can answer "Who is causing the trouble?"

– L. Ron Hubbard

82

HATS

"A hat must contain:
A.   A *purpose* of the post.
B.   Its relative position on the org bd.
C.   A write-up of the post (done usually by people who have held it before relief and when so done it has no further authority than advice)."

– L. Ron Hubbard

83

HAT WRITE-UPS

Mr. Hubbard describes a write-up of a post as something that includes:

" the duties, lines and peculiarities of the post."

84

HATS, CONTINUED

D. "A checksheet of all the policies, advices, manuals, books and drills applicable to the post. (As in a course checksheet).
E. A full pack of the written materials or tapes of the checksheet plus any manuals of equipment or books.
F. A copy of the org bd of the portion of the org to which the post belongs."

– L. Ron Hubbard

85

HATS, CONTINUED

G. "A flow chart showing what particles are received by the post and what changes the post is expected to make in them and to where the post routes them.
H. The product of the post.
I. The statistic of the post, the statistic of the section, the statistic of the department and division to which the post belongs."

– L. Ron Hubbard

86

DRILLS AND APPLICATION

"Drills, drills, drills and the continual repetition of the *important* data handle this condition of can't-apply. If you drill people hard and repeat often enough basic facts of their jobs, they eventually disentangle themselves and begin to do a job of application."

– L. Ron Hubbard

87

DRILL

1. Choose a position in your practice that you're having trouble with.
2. Write down what the purpose of this position would be.
3. Now, take one of the particles from this post and work out point "G" as covered earlier.
4. If you're attending online, type "flow" in the chat when finished!

88

TRAINING A NEW APPOINTEE

"It is quite interesting to study the amount of explanation and the frequency of explanation necessary to put some personnel on post and to get them to understand and execute the exact duties as stated in the hat."

– L. Ron Hubbard

89

TRAINING A NEW APPOINTEE

"Personnel usually try to run a more complicated post than is necessary. It is a natural instinct to complicate something which is simple. Therefore, the simplicities of the post, its purposes and goals, must be observed at all times in any smoothing or rearrangement of the post."

– L. Ron Hubbard

90

TRAINING A NEW APPOINTEE

"For example, it took three full days in one instance to put the Membership hat on a personnel. The personnel was willing – and you will discover that nearly all personnel are – wanted to get the job done, and was perfectly happy with routine of the job. But - for three full days this personnel attempted to complicate the job of Membership, rearrange it or twist it about in some fashion so that it was more or less unworkable."

– L. Ron Hubbard

91

TRAINING A NEW APPOINTEE

"This personnel could not understand the simplicity of the Membership routine until an executive had spent three full working days with him. At the end of that time it was possible to have good membership response and good membership handling. This condition continued from there on."

– L. Ron Hubbard

92

TRAINING A NEW APPOINTEE

"If the executive in this case had simply said, "Well, this fellow is stupid" and if the executive had become impatient, the Membership job never would have gotten done. It required good ARC, it required good patience."

– L. Ron Hubbard

93

TRAINING A NEW APPOINTEE

"If an executive cannot have in the next four or five weeks the equivalent time of those three full days, then he is never going to have a Membership hat worn promptly and properly for the simple reason that the personnel available to him is the personnel available to him. He should not think that he is going to get out of the brow of Jove, springing fully armed, perfect personnel."

– L. Ron Hubbard

94

TRAINING A NEW APPOINTEE

"It is amazing, the confusion of many personnel on their post, particularly on a new job. They are being asked to understand the whole working principle of the organization at one gulp, as far as they are concerned. They cannot see their role, they cannot see how they fit into the scheme of things, they cannot see where their communication lines are going or what they are supposed to do."

– L. Ron Hubbard

95

TRAINING A NEW APPOINTEE

"The executive, of course, being able to understand this, nevertheless has no license to do anything whatsoever but straighten up the post and get the hat worn straight and get the work done."

– L. Ron Hubbard

96

POSTING AND APPRENTICESHIP

1. New appointee to study, get checked out on and drilled on post hat. Must be able to apply.
2. **Apprenticeship actions until they are fully in command of their hat (by stat).**
3. Use checklists and routing forms to assist with bringing the new person up to speed.

97

APPRENTICESHIP

"Training on post is a second stage of any training action.
This is essentially a familiarization action.
To have a person leave a post and another take it over with no "apprenticeship" or groove-in can be quite fatal."

– L. Ron Hubbard

98

UTILIZATION

"The only trouble I ever had with this was getting division heads to UTILIZE their staff. A FIRST JOB FOR AN EXECUTIVE IS TO GET THINGS FOR THEIR PEOPLE TO DO. AND KEEP THEM BUSY AT PRODUCTIVE THINGS."

– L. Ron Hubbard

99

CHECKLISTS

Daily weekly & monthly checklists can be of great assistance in familiarizing a new person with their post. These can be simple or more involved, but in any even should provide a guideline and structure for the post's duties.

100

FINANCIAL SECRETARY DAILY CHECKLIST

W/E _____

TIME	TASK	M	T	W	TH.
8:30-8:45	BOOT COMPUTER & TURN ON PRINTER IF NOT DONE SO ALREADY				
	ENSURE SPACE IS NEAT & TIDY				
	IF NEEDED HANDLE ANY LAST MINUTE BENEFIT DETERMINATIONS				
	REVIEW MONTHLY CHECKLIST FOR DUTIES THAT MIGHT OCCUR TODAY THAT ARE TO BE DONE BETWEEN 1-2				
	TURN OVER PREVIOUS DAY'S FINANCE COMPANY CONTRACTS TO RECEPTIONIST OR O/M FOR PICK UP				
	NOTE CANCELLATIONS & HOW THEY MAY AFFECT YOUR LINE-UP				
	WITH A/R REPORT IN HAND - REVIEW DAILY LINE-UP WITH O/M.				
8:45-9:00	ATTEND MORNING PRODUCTION MEETING				
9:00-9:30	FILE ANY CLAIMS FOR WHICH YOU WERE WAITING FOR DOCUMENTATION FOR				
9:30-10:00	CALL INSURANCE COMPANIES FOR BENEFITS THAT YOU WERE UNABLE TO REACH PREVIOUS DAY				
10:00-10:45	ENTER TX PLANS AND DETERMINE BENEFITS				
10:45-11:30	POST PAYMENTS FROM MAIL AND DIRECT DEPOSIT				
	SEND OUT EOB LETTERS				
	FILE ANY SECONDARY INSURANCE				

101

ROUTING FORMS

"Staff sometimes don't know how to run an organization, much less build one up.
But an organization can build up at a level of simplicity one would not believe!"

– L. Ron Hubbard

102

ROUTING FORMS

"An organization can be operated on routing forms!

The secret is that the org board has built into it the facility to run like a machine with routed particles."

– L. Ron Hubbard

103

MGE management experts

NEW PATIENT INITIAL ROUTING FORM

NOTE: This document is being provided to you as a basic guideline, and does NOT constitute legal advice. Before implementing anything discussed in this document, you should be familiar with your state's labor and employment laws. MGE is not responsible for any claims, real or otherwise associated with this write-up or any part thereof. As always, you are responsible for following the employment and labor laws (both Federal and state) applicable to your practice.

PATIENT NAME:_____DATE:_____

PURPOSE: The purpose of this routing form is to ensure new patients are properly and efficiently routed through the office, fully treatment planned, and appointed for their next visit so as to get on the road to complete dental health.

1. RECEPTIONIST (OR OFFICE MANAGER):

a. Greets patient.   _____

b. Ensures that all necessary forms are filled out.   _____

c. Copies of insurance card and driver's license made.   _____

d. Makes a new chart for patient.   _____

104

WHEN IS "NEW" NOT NEW?

"You begin in Non-Existence. I trust you will work your way out of it at least into Danger before the week is out. As you are just on post, the penalties do not apply for Non-Existence. But they will after 30 days."

– L. Ron Hubbard

105

KEY ACTIONS

When Hiring Establish:

1. Tone Level
2. Production Record
3. References
4. Long-term work plan/goals.
5. Agreement with office mission/philosophy
6. Look into using Employee Testing.

106

KEY ACTIONS

Once Hired:

1. Have each new hire do an Office Orientation Checklist.
2. Hat them on the basics of Study Technology as developed by Mr. Hubbard and post the new person as an expeditor. Have them expedite (ideally) in the area they will be posted *while* studying your key word list, general staff manual, and the basic training in DDS Success.

107

KEY ACTIONS

3. Assign them a supervisor who will complete a Daily Report form and note salient points ("did great today", "happy and willing today", "upset 3 patients today", "broke the photocopier today", etc.) Get these to HR daily.
4. HR and OM to monitor the daily reports.

108

KEY ACTIONS

5. While expediting, work out time for them each day to train – getting through the key words list, general staff orientation, staff hat, initial training on practice software, DDS Success training, etc.
6. If not correcting after mistakes, dismiss.
7. If a dev-t merchant, dismiss.

109

KEY ACTIONS

8. If not getting through training even though being given expected time to do so each day, dismiss.
9. If not able to get products despite routine and available help as an expeditor, dismiss.
10. If made it as an expeditor, start hatting for post and post them. Ensure they have adequate time to get through their hat materials.

110

KEY ACTIONS

11. Once on post, have them study, get checked out on and drilled on their hat and apprenticed onto post until functioning well by stat.
12. Send to MGE for training once proven that they can get products on their designated position.

111

THE MGE TEAMBUILDING MASTERCLASS

112