

Office Manager 4x4 – Your 1-Page Cheat Sheet for Success in this Role

| 1 Your Mindsets | | 2 Your Responsibilities | |
|-------------------|--|-------------------------|--|
| 1 | Coaching You bring out the best in your team, and make the people around you better. | 1 | Culture Build a high-trust workplace filled with grownups. Would you be proud to have your own children work here? |
| 2 | Ownership There are no weak teams, only weak leaders. No excuses. | 2 | Operations Keep things running smoothly and efficiently. |
| 3 | Resilience Challenges and obstacles are guaranteed. Can you adapt and overcome? | 3 | Create a Brighter Future How can we do things bigger, better, faster, easier? |
| 4 | Open-Minded Get comfortable with doing things that start out uncomfortable. | 4 | Growth Set goals and priorities, align your team, and execute. |
| 3 Your Scoreboard | | 4 Drive's Mike Crazy | |
| 1 | Team Is your team happy, successful, and reaching their potential? | 1 | Black Holes Projects get started and then disappear into a void. |
| 2 | Traffic Are we getting enough high quality leads from the right kinds of patients? | 2 | Kept In The Dark Projects are moving forward (or get stuck) and I don't know what's happening. |
| 3 | Conversion How good are we at turning leads into appointments and treatment? | 3 | Bottlenecks Projects are stopping with you - and piling up - and you're not asking for help. |
| 4 | Treatment Can we deliver care efficiently, effectively, and profitably? | 4 | PIA You are here to make my blood pressure go down, not up. |