



Australian Association of Practice Managers Ltd
a national association of practice managers

AAPM Victorian Branch

News June/July 2011



Staff Development Day Outstanding Success!



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Australian Association of Practice Managers Ltd
an association of business and community members

President's Note

So far 2011 has been excellent year! Just look at the success of our Staff Development Day in March through to the various professional development days run throughout the year.

It's such pleasure to working with such a great committee, but I'm sure that many of you don't realize that everyone of them volunteers their time to be part of the association. Each one of the Victorian committee are members of the association like you... but for the entire year that have volunteered to represent the membership and drive the Victorian branch through participating in the committee. They all have full time jobs and balance their work commitments to attend meetings and plan educational events for the membership. Many of them have been involved with AAPM for a substantial amount of time.

As you will see in the notice posted in this newsletter, the Victorian branch has it's upcoming AGM in August. I look forward to seeing as many of you in attendance at this important event in our calendar. The committee will be inviting you to join them for networking cocktails after the formalities. The event will also be proceeded by an excellent educational program which you will find information about via AAPM communication, so keep an eye on your email for further details.

Finally, it is an important function of the Victorian branch to provide education and services to our members so I encourage you to provide use with feedback and ideas on the things that you think we need to do. You can contact the Victorian committee via the details listed in this newsletter.

David Osman
State Branch President

New Members

Welcome to new members of the Victorian Branch

March

Samantha Newman, Member

April

Leeann Cairnduff, Member

Pamela Goodey, Member

Laurel McCarten, Member

Deborah McSparron, Member

Jennifer Flanagan, Associate

May

Souzi Melaik, Associate

June

Maureen Hull, Member

Christine Leatham, Member

Karen Perham, Member

Angela Shackleton, Member

Finu Varghese, Member

Sally Rowe-Walser, Associate

Sue Torwick, Associate

Your Committee

President: *David Osman*

Vice President: *Kim Turudia*

Secretary: *Linda Osman*

Treasurer: *Cathy Hermans*

National Board Representatives:

Brett McPherson & Linda Osman

Committee Members:

Brett McPherson

Peter Wallis

Margaret McPherson

Desmond Higgs

Notice of AGM

The Victorian Branch of the Australian Association of Practice Managers Ltd is pleased to announce their AGM for 2011.

To be held at: Novotel on Collins
270 Collins St, Melbourne

Time: Friday 26th August 2011 at 5.30pm

RSVP: Please advise RSVP by Friday 12th August 2011 for catering purposes. Contact vic@aapm.org.au

The committee would like to invite all members to join them for networking cocktails following the AGM.



Events from 2010-2011



Announcement of 2010 Victorian Branch Practice Manager of the Year

Congratulations to the winner: **Raelene Featherston** Practice Manager of Willandra Medical Clinic in Epping, Melbourne.

As well as an outstanding mention to runners up **Nadine Smith** and **Carolyn Johansson**

National Conference 2011

Don't forget that the National Conference is nearly upon us, with Perth hosting this year's conference 18th-21st October 2011.

Due to CHOGM following this year conference accommodation is limited so get booked soon to avoid missing out.

For further information contact Conference Design
T: (03) 6231 2999 W: www.cdesign.com.au/aapm2011

Staff Development Day – Melbourne 26th March 2010

A fabulous day was enjoyed by all participants who attended the Staff Development day on Saturday 26th March at Moonee Valley racecourse. The aim of the day was for Practice managers to bring along practice staff, network and enjoy an educational event together.

I believe this was achieved with many practices bringing along 4 or more staff, it was great to these teams laughing and enjoying the day together. Engaging the team you work with can often be difficult as everyone is juggling demands (home, work, social) and having time together to attend an event such as this is, network and gain information and possibly an appreciation of each other was great.

Amanda Gore presented an excellent 2.5 hour session which was enjoyed by all, there were laughs, reminders to be kind to ourselves, ideas on how to reconnect to family, friends and work colleagues, sparkles, Roger the Woeful rabbit and my particular favourite was the different types of body gestures indicating “building a bridge and get over it” (some of which I have already employed) . It was insightful, thought provoking and thoroughly enjoyable, thank you to Amanda for coming along.

Following a fabulous lunch which allowed for networking amongst the participants we then enjoyed a session from Gary Smith about the importance of Networking something we were all practicing on the day. The tips provided were invaluable and demonstrated the importance and the benefits of networks and networking in all arenas although particularly in health care practice management.

AAPM plays this role for Practice managers by providing timely information, updates, conferences and networking opportunities which can lead to career advancement.

Nathan Pinskier then provided an extremely informative session and update on where E-Health is at, the latest news, updates and excellent information for all participants. Often IT / E-Health is challenging to understand, the acronyms, the terminology however Nathan managed to provide this clearly and concisely and I am sure we may call on his expertise in this area again as E-Health continues to change and evolve. This session was followed by a Q&A session (although Tony Jones was not available) Brett, Gary and Nathan provided answers to questions posed with the theme of the questions related mainly to E-Health.

Finally the Victorian Practice Manager of the Year (2010) was awarded to Raelene Featherston Practice Manager of Willandra Medical Clinic in Epping, Melbourne.

Unfortunately Raelene was unable to attend, however the two runners up Carol Johansson and Nadine Smith (see photo on front cover) were in attendance and collected their certificates. Well done to all, it was a difficult decision with excellent candidates nominated.

We appreciated the work taken to complete the application process and I would encourage nominations for the 2011 award. Thank you to all on the Victorian Committee of AAPM for their hard work in organising the event.

Tricky People at Work

By Andrew Fuller Clinical Psychologist and Family Therapist

Recently, a business leader was asked how many people worked in his business. He paused and sighed before answering, "About 40 %."

So what are all those people doing all day when they are not being productive? Behaving in tricky ways.

The law of the jungle prevails. Many industries contain dominance hierarchies that would put a pack of squabbling hyenas to shame. For the babe in the woods or the leader actually trying to get a job done, there are a few basic tips for identifying the main culprits.

Back stabbers and white anters

This group contains connivers, plotters, fakers, rumour-mongers, show ponies, gossips, crawlers and big talkers and that's just the most likeable of them. They brag and boast, claim contributions or achievements, as their own that are not theirs, hoard information and delight in spreading negative news about others.

Basically there are three types of employees in a workplace, cats, dogs and rats:

The cats are loyal to the place. In fact, they think they own the place.

The dogs are loyal to the team. They wag their tails and follow people around.

The rats are just loyal to themselves. There is nothing wrong with being a rat; you just need to know if you are one of them.

Back stabbers and white anters are without exception, rats. They will play to the highest bidder and their loyalty is written in water.

Blamers and whingers

This group contains the whiners, moaners, grumps, the cantankerous and the perpetual complainants and that's the most pleasant of them. They complain about others, express frustration with the lack of wisdom in others, point the finger, trade in guilt and takes things personally.

Blamers and whingers abound in most workplaces. They huddle together and share grievances about how it is all so unfair. According to them any organization is run by a group of demented imbeciles and any innovation is met with skepticism and cynicism. They may say things like, "we tried that in 2009 and it didn't work then and it's not going to work now".

Bullies and Tyrants

This group includes the power-hungry, the bossy, the stand over merchants, the sly, the malicious and the dictators all of whom have had a serious empathy by-pass.

Bullies and tyrants are like a school of sharks circling, ready to pounce at the slightest sign of fear. It is when you don't even know that you are swimming with sharks that the danger is the greatest. Once you can identify them as sharks then you have some choices and control.

Workplaces unfortunately can be fertile feeding grounds for bullies and tyrants. Dominance hierarchies abound and a small whiff of power goes a long way. More people leave their workplaces because of bullying than any other reason.

As a leader there are several ways of lessening the chance of bullying in a workplace:

- Be in charge.

- Create clear and high expectations of professional behavior.

- Be fair- don't play favourites.

- Develop systems and routines that emphasis customer or client care.

- Be clear in communications.

- Focus on outcomes and let staff work out the best way to achieve these.

- Be proactive about raising potential acts of bullying with the people concerned and make it clear it won't be tolerated.

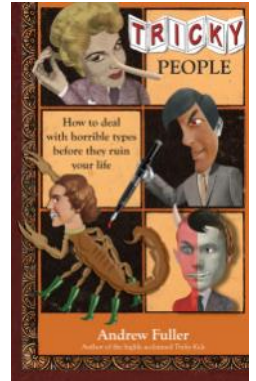
Controllers

This group contains the control freaks, the pedants, the outcome obsessed meddlers, the end -justifies-the-means operators, the micro-managers and the nitpickers and that's the most broad-minded of them

If you are managing or leading controllers, they can be powerful allies but spiteful and dreadful enemies. Controllers often like to mark territory. Their empire does not always have to be large but it has to be inviolably theirs.

In the workplaces of most controllers you will find an orderly display that indicates the space belongs to the controller, often photos of the people or pets they control. Trophies and territories abound. Just make sure it doesn't end up being your head that is mounted on their wall.

Managing controllers requires being clear about the outcomes you want and then getting out of the damn way.



The high and mightys

This group contains uppity snobs, the smug, oh-so-superior people, the cads and the whiz-bang supermen and superwomen.

High and Mightys expect that others will recognize their true brilliance and superiority and often break out into temper tantrums when their special, unique magnificence is over-looked.

They often glide into work and announce that they have just been to the best restaurant, show, play or place. Everything they do is bigger, better, brighter, more important and certainly more stylish than anything the likes of you could dream up. Their ideas are fresher, more creative and incredibly smarter than yours.

Just between you and me, they privately wonder how a barbarian like you was ever selected to lead a place like this.

Avoiders

This group includes the lazy, the indirect, the infuriating, the escapologists and the sneaky culprits who promise the world and deliver nothing. Avoiders are about as reliable as a dodgy car bought cheap from a second cousin's brother-in-law after it fell off the back of a truck.

Some are bald-faced liars who if you ask whether a task is nearing completion, will reassure you with a cheery "absolutely!" When the deadline nears, however, they duck and weave. When deadlines are missed avoiders often claim, "I'm doing the best that I can" or "I didn't understand the task or it wasn't properly explained to me. Excuses, reasons, rationalizations and outright lies tumble forth

Competitors and the seriously self-obsessed

This group includes egomaniacs, boasters, tricksters, shysters, conmen and women, paranoids and that's just the best of them. If they would use their competitive drive to improve the business you could be happy but most turn their insatiable appetite for victory onto their work colleagues.

Competitors believe they can bludgeon their way through life using sheer will power.

In workplaces, competitors can hone their skills. Women who are competitors may be more likely to focus on who is in and who is excluded from the "elite" club. Men who are competitors may be more focused on who is further up the hierarchy and how they can exert their power on those further down for their own benefit.

Tokens of status such as car parking, office position, the car you drive and the clothes you wear become incredibly important in workplaces with competitors.

Poor Communicators- Bulls in china shops

This group contains bores, drones, the obsessively fixated, thoughtless

foot-in-mouth artists, hot heads, cloth heads, verbal diarrhea dispensers and the slyly secretive who can make a business meeting feel like a death sentence.

Some are explosive tinderboxes with very short fuses; others are as chatty as a Marcel Marceau. Sadly and even more onerously are the communicators who use one hundred words when two would do. These bores use any question as an opportunity to drill knowledge into you. People take sick leave just to get away from them.

Leading this smorgasbord of misfits and malcontents can take years off your life if you are not clever, cunning and crafty. The strategies for turning each of these types into a productive member of your team rather than a drain on the life force of your staff, vary, but the first step is to clearly identify them.

Take a good long hard look at your workplace and you will see many tricky people in full-blown operation. As one business leader said to me, "The customers are easy, it's the staff that give me the nightmares".

Cast an eye around the office:

- Who is lauding it over someone else by taking the high moral ground?
- Who is filling their cubicles with symbols of ownership and tokens of victory?
- Who secretly believes your job really should be theirs?
- Who is on a mission with the maniacal look of a tyrant with a take-no-prisoners attitude?
- Who cowers in their cubicle like a beaten animal licking their wounds?
- Who conspires with other plotters to bring down the empire?

Extracted from Andrew Fuller's book *Tricky People* (Finch 2009)

Andrew conducts seminars for corporations and can be contacted at inyahead@satlink.com.au

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