

## ASSISTANT: MORNING HUDDLE

### TIPS AND TRICKS

- Utilize the huddle time **to learn**, allow this time to keep an open mind and work to **be better than you were yesterday**.
- Allow this time to make you all a team. Work to allow this time to start your day on a **positive, optimistic note with your whole team**.
- Remember you are a leader and your voice is important, if you have an opinion or idea to benefit the office or help solve an issue make sure to share it. **You are a vital part of the office** and it's important to remember that.
- If your idea does not get used in the office as a solution **do not get down on yourself**, remember this is not personal and the more voices the better, however, not every idea can get used.
- **Key things to talk about in the huddle:** Numbers for the day and for the month, challenges for the day ahead and what you may encounter, openings in the schedule and how you could possibly fill them, list good times to add in last minute patients and emergencies, discuss times that might become difficult to inform other employees so that they know you will need help if they have downtime, remember to try and add inspiration to end the huddle; what can we celebrate?
- Use this time to visualize your office and your coworkers as a team, discuss what you all can agree upon and use this to **make you all closer**.
- Ask, don't assume. If you are unsure of something make sure to **double check**.
- Do **more listening than talking**, this allows for less miscommunications and an open, positive mindset.
- Keep your emotions in check, avoid controversial topics, remember that you are all here to **work toward the same goal** and you are all on the same team.
- Remember to **be on time**, sitting down ready to start when the huddle starts, not walking in, clocking in, eating your breakfast while the huddle has already started.
- When going through your schedules add an important and interesting fact about your patients. This allows for a personal touch and will **make the appointments more individual and interesting**.
- Don't just focus on your day, focus on how we can work as a team to **make the day flow better**.