

Transforming YOUR Team into a Performance Powerhouse!

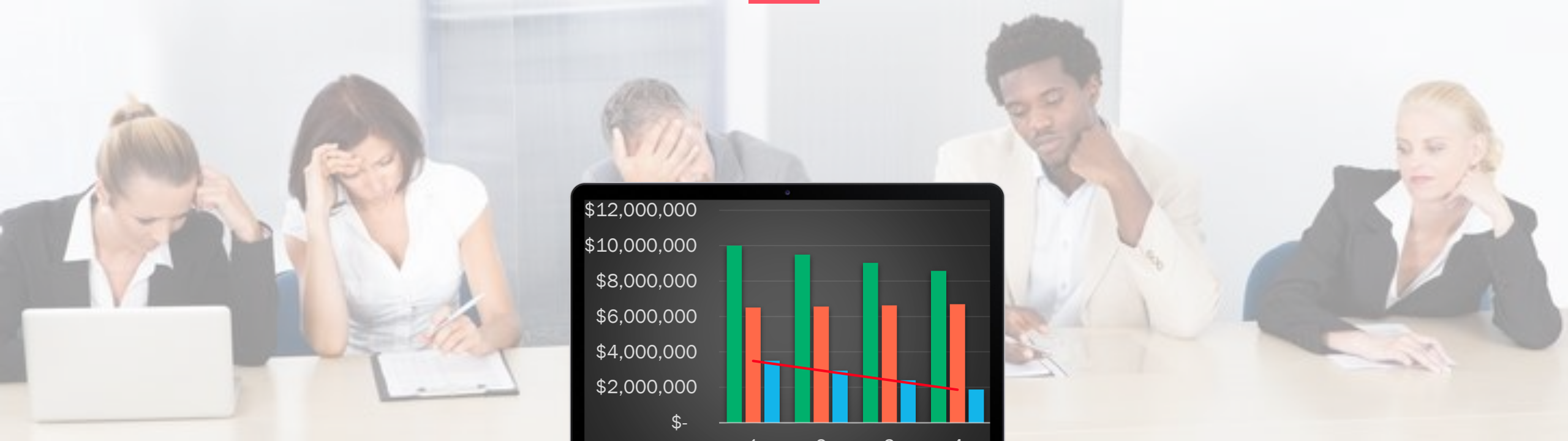
Master Class Presented by:
Brian Garver, VP Business Development and Marketing
KeyBridge Medical Revenue Care



ONCE YOU'VE MASTERED THIS
SIMPLE TECHNIQUE, WE'LL
MOVE ON TO SOMETHING
MORE CHALLENGING, LIKE
CHANGING YOUR CORPORATE
CULTURE.





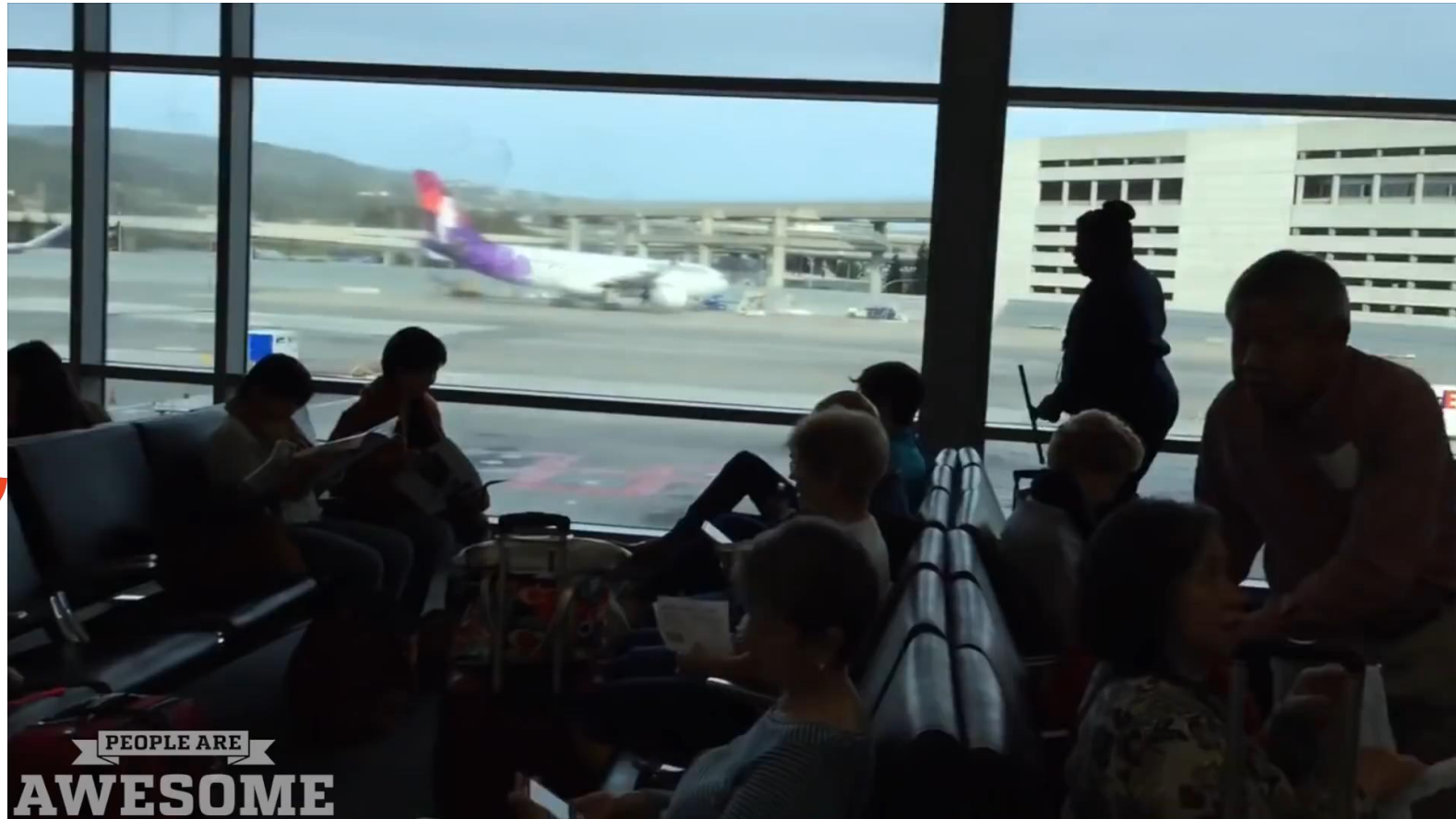


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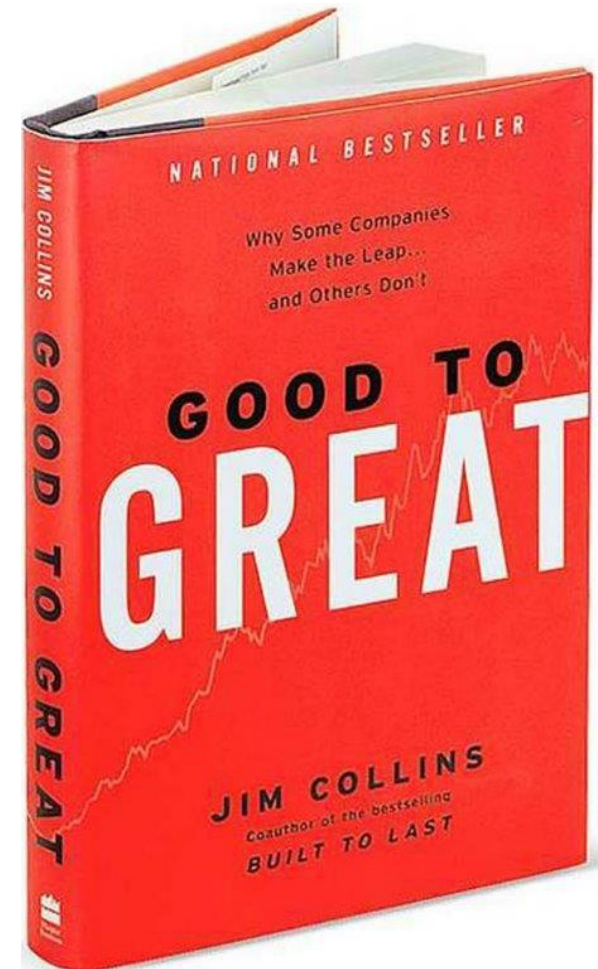


What is a High Performing Team?



“Greatness is primarily not a function of circumstance. It is first and foremost a matter of conscious CHOICE and DISCIPLINE.”

- Jim Collins





97% Patient Satisfaction

16x Winner!



**Best Places
to Work**

Modern Healthcare Best Companies Group



Top 6%
agencies nationwide



BECKER'S _____
HOSPITAL REVIEW



Expect the Incredible

“Be a yardstick of quality. People are not used to an environment where excellence is expected.”

Steve Jobs
Co-Founder and former CEO of Apple, Inc.





IT'S GO TIME



4 KPIs of a High-Performing Team

ACHIEVEMENT
(Results)

ENGAGEMENT
(Support)



4 KPIs of a High-Performing Team

ACHIEVEMENT
(Results)

ENGAGEMENT
(Support)

01

Vision and Action

Team members share a common vision that drives their actions.

02

Performance Reporting

Data is easily accessible and drives decisions and accountability.

03

Inclusion

Individual differences among team members are a blessing; not a curse.

04

Wellbeing

Understanding and supporting each others' work/life integration and wellbeing needs.

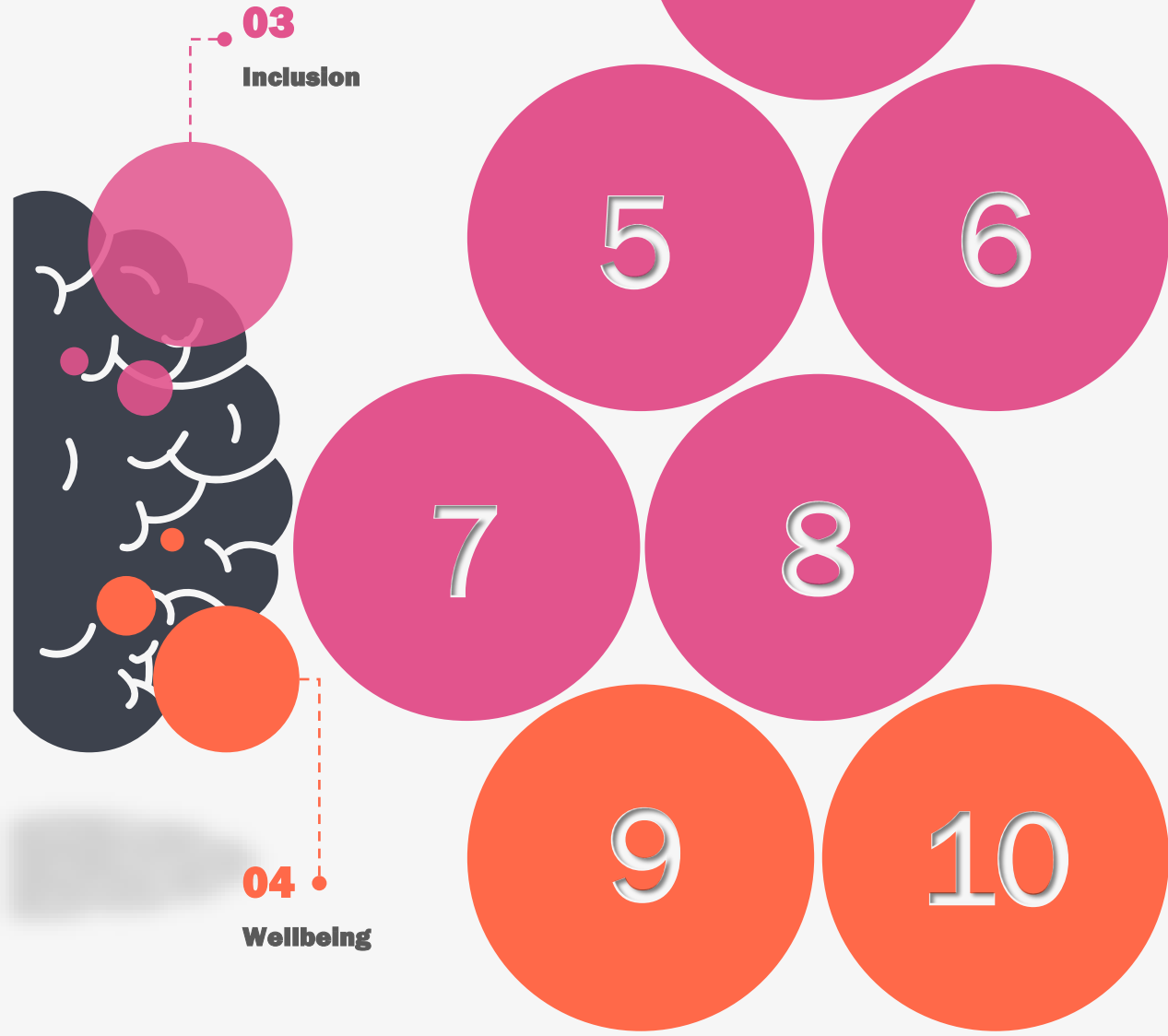
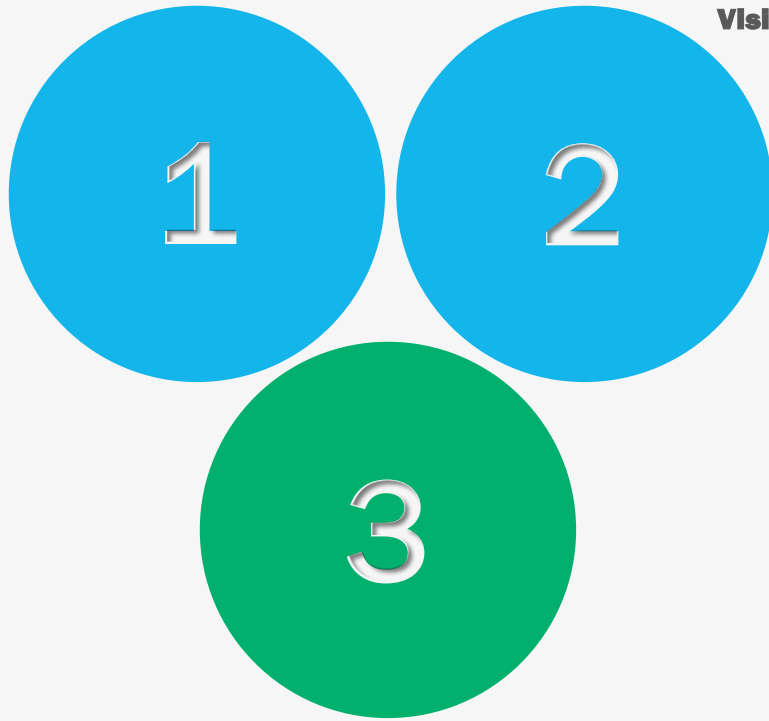


**It starts with
LEADERSHIP**



ACHIEVEMENT (Results)

ENGAGEMENT (Support)



**SHARE A
PURPOSE
AND GOALS**



WHY?

Repetition, repetition, repetition.

Tie achievements to the big picture.





**CONSTANTLY
COMMUNICATE**



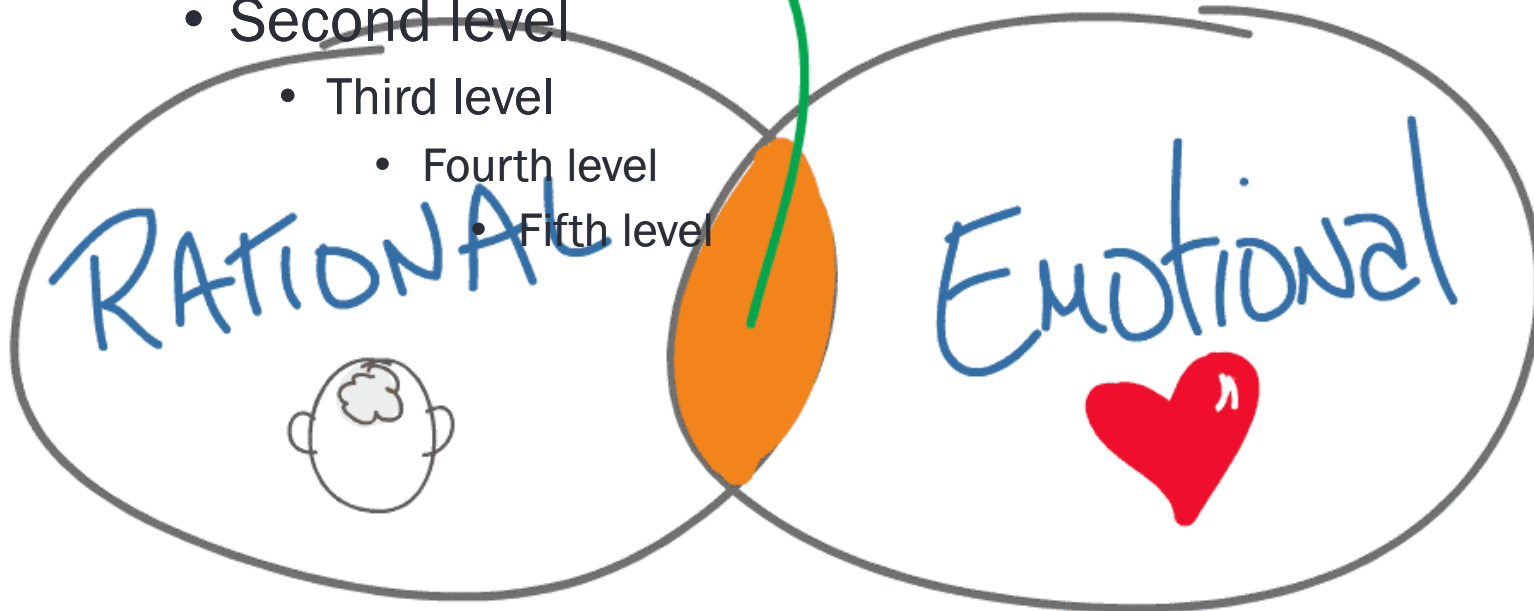
...AND THAT IS WHY WE LIFT ON THREE...

COMMUNICATION

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ENGAGEMENT

- Edit Master text styles
 - Second level
 - Third level
 - Fourth level
 - Fifth level



SET GOALS AND MEASURE PROGRESS



ACHIEVEMENT (Results)

ENGAGEMENT (Support)



01
Vision and Action

03
Inclusion

02
Performance Reporting

04
Wellbeing





**HIRE
FOR
CULTURE**



CREATE PSYCHO- LOGICAL SAFETY

The single greatest
correlate with a group's
success

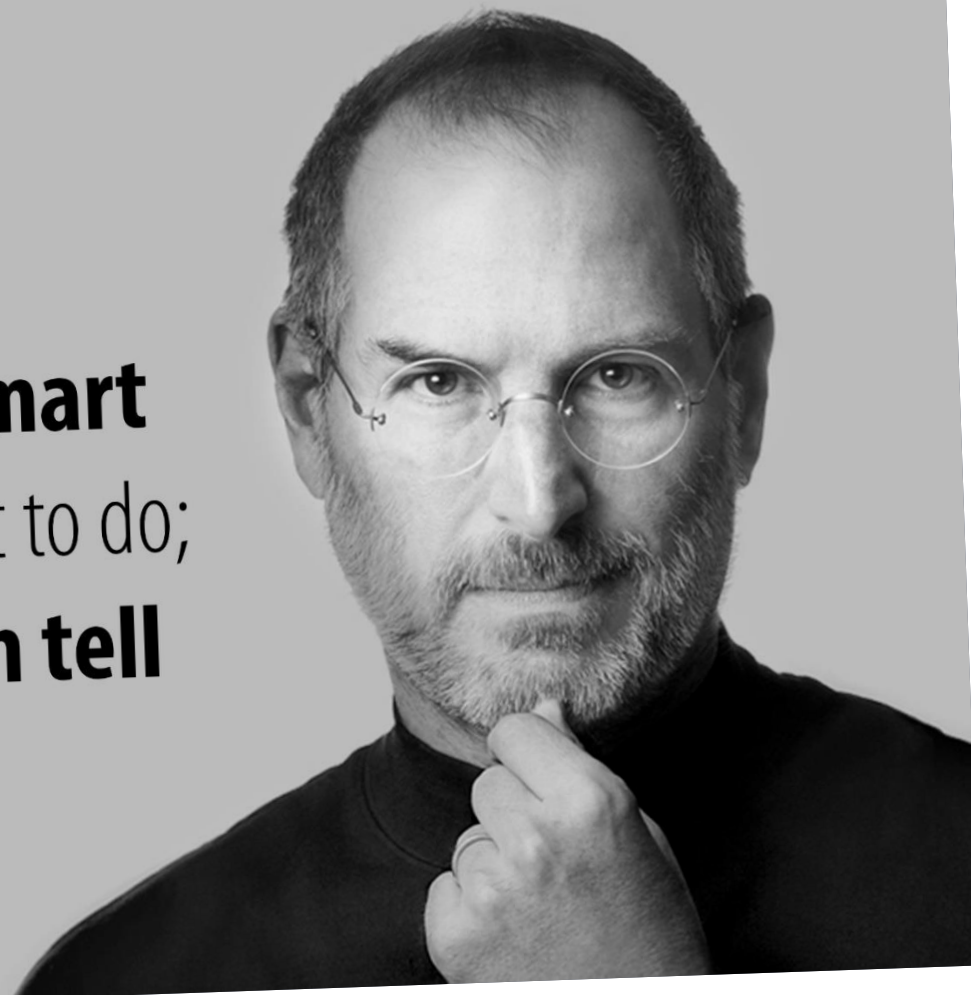




**INVOLVE
THE
TEAM**

“It doesn’t make sense to **hire smart people** and then tell them what to do; we hire smart people so they **can tell us what to do.**”

~ Steve Jobs



**SHOW
APPRECIATION**

**CELEBRATE
WINS**



#1 reason most Americans leave a job is... they don't feel appreciated.





#1 Motivator

~~Money~~

“Recognize Me”



**PROVIDE
OPPORTUNITIES
FOR GROWTH**

**HAVE
FUN!**





PROMOTE WORK-LIFE INTEGRATION

I'M AFRAID YOU'LL HAVE TO STAY LATE TONIGHT,
I WANT YOU TO ATTEND THIS TALK ON WORK-LIFE BALANCE





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- Jim Collins



Brian Garver

Vice President
Business Development and Marketing

KeyBridge[™]
Medical Revenue Care[™]



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