

# Professional Business Solutions

To: DVM Practice Owners

Practice Tips and Ideas Fax Letter

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## To *Micromanage* your staff or not... that is the question!

Micromanage: To direct or *control* in a detailed, often meddlesome manner.  
The American Heritage® Dictionary

Time and time again I meet practice owners that feel that micromanaging their staff is a bad thing. Let's face it - we've all done it at some point in time and had staff complain that we don't "trust them" and that we "don't let them do their jobs", right?

Well the important thing to look at here is *when* to micromanage or not. Let's look at 2 scenarios to shed some light.

Scenario A: Imagine you are teaching a newly hired assistant the ropes of the practice and you have a geriatric patient under anesthesia for a dental prophylaxis. The new hire takes a call on her cell phone and starts to strike up a conversation with her friend just as the patient throws a VPC. Should you, bypass her, and "micro-manage" the anesthesia and steer the patient to safety? Obviously yes. It is the responsible thing to do.

Scenario B: The same assistant, now with you for a year, is an excellent anesthetist. She follows the protocols and uses the monitoring forms in detail. You, still remembering the potential trouble with previous patients, are nervous about working with her. You have a patient under anesthesia and there is no real danger but you reach over, adjust the vaporizer, bypassing her to handle an "apparent" danger, thereby micro-managing her. She objects and the tension in the surgery room rises. Should you micro-manage her? Resoundingly NO!! It is irresponsible to do so.

**So, apply this in your practice: THE DEGREE THAT YOU STEP IN, OR NOT, AND MICROMANAGE A STAFF MEMBER DEPENDS ON HOW WELL THEY ARE TRAINED AND IN CONTROL OF THEIR POST AND PATIENT CARE.**

The next time you are thinking to micromanage one of your staff take a look at:

1. What stage of their training they are in...
2. To what degree they are producing a good product or service...
3. To what degree the patient is in danger...

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