



Advice for New “Young” Managers: Managing from the Bottom UP

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Challenges

- Lack of Experience
- Lack of Respect
- Lack of Effective Communication and Getting Things Done.

I. Let Your Principles Be Your Guide

- It is **NOT** about you
 - It is **NOT** about them
- It is about the principle
- Principles are:
 - Universally accepted
 - Constant
 - Governs human effectiveness

I. Let Your Principles Be Your Guide

- Always do the **RIGHT** thing and always do it **RIGHT**.
- Do **NOT** do things because they are:
 - Cheap
 - Easy or
 - Popular

Principle Centered=Patient Centered

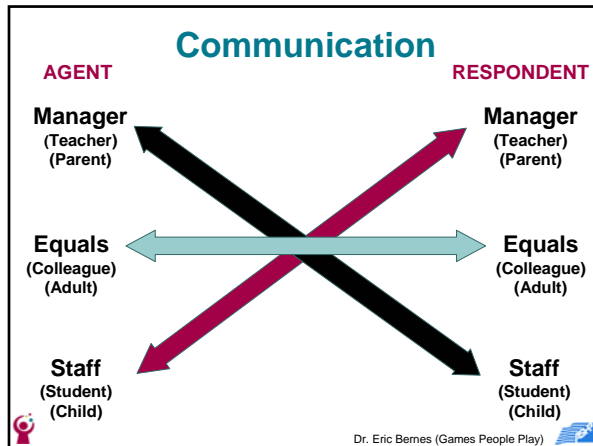
Always think in terms of the:

- Patient
- Profession
- Medical Center
- Department

II. Manage from the Bottom UP

- Encourage staff to participate
- Listen and Learn from others
- Work as a team leader by being a facilitator
- Be the bridge not the barrier
- Avoid being condescending





- ### III. Facilitate and Administrate
- Lead by example
 - Actions speak louder than words
 - Get the job done
 - Experience Counts
 - Staff
 - Pick a clinical area of expertise

- ### Summary
- Principle Centered Leadership:
 - Set the ground rules
 - Base it on principles
 - Bottom Up Management:
 - Be the bridge not the barrier
 - Find solutions together as a team
 - Facilitate and Administrate:
 - Getting the job done
 - Reporting and accountability
 - Be patient. Be flexible. Remember that effective and sustainable change takes time.

- ### Pharmacy Examples
- Operational
 - Pyxis Downtime
 - Controlled substance procedure
 - Narcotic Audit/Discrepancies (assign responsibility)
 - Regulatory:
 - Complying with USP 797
 - HR
 - Attendance/Tardiness
 - Schedule
 - Educational
 - Residency program

- ### Last...but not least
- **A**spire to
 - **B**e Professional
 - **C**ommunicate Effectively
 - **D**ress Appropriately and
 - **E**njoy your Profession!

- ### Any Questions?
- And in the end...it's not the years in your life that count...it is the life in your years...Abraham Lincoln.
 - Make your life count...and the world will be a better place because you tried...Ellison Onizuka.

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