Change, Change, Everywhere Change

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Better health through laboratory medicine.

AACC is a global scientific and medical professional organization dedicated to clinical laboratory science and its application to healthcare. Our leadership in education, advocacy and collaboration helps lab professionals adapt to change and do what they do best: provide vital insight and guidance so patients get the care they need.
AACC Journals and CCTC
Journal Team

- 7 full time staff (all telework 2 days per week)
- All staff in the office on Tuesday and Thursday
- 1 part time temporary staff
Ripe for Change

• Work procedures
• New Staff and/or Outgoing staff
• Physical Office Change
• Personal Office Change
• Outside influences (weather, politics, news, family etc)
• Organization leadership
Work Procedures

• Periodically review who is doing what.
• Does it still make sense?
• Would someone else be better or faster?
• Do not pigeonhole staff.
• Always look for a better way.
• Does a team member dislike one part of the job-how can it be made better?
• Offer team members the opportunity to take on new challenges.
Outgoing and/or New Staff

Outgoing
• Why did they leave?
• Too many or not enough responsibilities?
• Lack of benefits?
• Lack of growth opportunities?
• Environment?

New Staff
• Important to remember etiquette-welcome them to the team
• Provide a solid foundation
• Give current team members training responsibilities – each task should have an owner to ensure consistency
• Making them a part of the team immediately
Common Outside Influences on Work and Morale

- Family
- Weather
- Politics
- Health/Illness/Injury
- News
- Traffic
- Disengagement

- Communication is key – individual and team meetings
- Flexibility as a manager
- Clear expectations
- Respect for one another
- Certain topics may need to be avoided/left at the door
The Transition Curve

- Ending
  - Denial
  - Anger
  - Shock
- Fear
  - Anger
  - Frustration
  - Stress
- Approach
  - Avoidance
- New Beginning
  - Hope
  - Energy
  - Anxiety
  - Enthusiasm
- Impatience
  - Acceptance
  - Skepticism
  - Creativity

Ditch of Doubt
Impact of Stress in the Workplace -
*Due to work or personal stress*

- Increased or excessive absenteeism
- High or increased accident rates or claims
- Reduced morale
- Poor interpersonal relations in the workplace
- Poor or reduced work output and performance
- Increased staff turnover

“The APA survey found three quarters of people have experienced physical symptoms as a result of stress, such as headache, fatigue and an upset stomach in combination with feelings of irritability, anger, nervousness and lack of motivation.”

APA – American Psychological Association
Office Move

- Building location
  - Moved across DC to new building in August 2015
  - Required new commuting routes for most
  - New office environment and dynamics
New Workspace design

Anticipation initially caused stress and anxiety

Concern about:
• Lack of privacy
• Noise
• Distractions
Easing the Stress

• Understand that stress is real
• Understand employee stress levels
• Talk about stress as a team
• Help prioritize our employee’s work
• Focus at the task at hand
  • *gives a sense of accomplishment*
• Offer or encourage exercising
Easing the Stress

- Open communication
- Increased teleworking from 1 to 2 days a week for entire team
- Fun office accessories
- Have a team lunch, group outing
- Reminder that we are all in this together
- Offer support; Listen to your employee, allow them to release their frustration
- Offer professional help if needed
PERSONALITY TYPES KEY

- **Extroverts** are energized by people, enjoy a variety of tasks, a quick pace, and are good at multitasking.
- **Sensors** are realistic people who like to focus on the facts and details, and apply common sense and past experience to come up with practical solutions to problems.
- **Introverts** often like working alone or in small groups, prefer a more deliberate pace, and like to focus on one task at a time.
- **Intuitives** prefer to focus on possibilities and the big picture, easily see patterns, value innovation, and seek creative solutions to problems.
- **Thinkers** tend to make decisions using logical analysis, objectively weigh pros and cons, and value honesty, consistency, and fairness.
- **Judgers** tend to be organized and prepared, like to make and stick to plans, and are comfortable following most rules.
- **Feelers** tend to be sensitive and cooperative, and decide based on their own personal values and how others will be affected by their actions.
- **Perceivers** prefer to keep their options open, like to be able to act spontaneously, and like to be flexible with making plans.

**SOURCE:** "Do What You Are: Discover the Perfect Career for You Through the Secrets of Personality Type" by Paul D. Tieger, Barbara Barron, Kelly Tieger
ISTJ (Introversion-Sensing-Thinking-Judging)
Individuals with this type of personality are quiet, serious, earn success by honesty and are dependable. They are logical, matter-of-fact, realistic, and responsible. They decide practically what should be done and work towards it steadily, regardless of distractions. They like to keep everything synchronized and organized - their work, their home, their life. They prioritize traditions and loyalty.

ISFJ (Introversion-Sensing-Feeling-Judging)
Individuals with this type of personality are quiet, friendly, responsible, and careful. They are committed and steady in meeting their demands. Thorough, painstaking, precise and accurate. They are loyal, considerate, notice and remember specifics about other individuals who are important to them, and are concerned with how others feel. They strive to create an orderly and harmonious surrounding at work and at home.

ISTP (Introversion-Sensing-Thinking-Perceiving)
Individuals with this type of personality are tolerant and flexible, quiet observers until a problem arises, then act quickly to find workable solutions. The examine what makes things work and readily get through large amounts of data to isolate the core of practical issues. They are interested in cause and effect, organize facts using practical principles, and value efficiency.

INFP (Introversion-iNtuition-Feeling-Perceiving)
Individuals with this type of personality are idealistic, loyal, honest to their values and to people who are important to them. They want an external life that is compatible with their values. Anxious, quick to see possibilities, they can be catalysts for implementing ideas. They understand people and help them fulfill their potential. These individuals are adaptable, flexible, and accepting in nature until a value is threatened.
Myers-Briggs in the Workplace

• Appreciate the difference

• Improved teamwork

• Improved relationship with supervisor

• Stronger insight into authors/editors etc.
Team Conflict

• Confront it head on

• Time will heal

• Respect is paramount
Expect the Unexpected

• Consider teaming up different personalities

• Confidence is infectious
Building morale in a team and/or organization

• Encourage staff to be a part of a variety of office initiatives
  • AACC’s Health Initiative
    o Walking to San Diego, Meditation, Healthy Snacks, Exercise classes/workout

• Promote from within
• Being willing to try new things
• Encourage classes and/or conferences
• Step back and let the team lead
• Instill ownership
• Change your setting
• Mix it up
• Have fun
Thanks for being amazing!

Way to go! Thank you for all of your work on the project.
Thank you
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