



Stress Management Skills – Increasing Process Maturity Part 2

Human resource processes can be a stressful area of practice management. Our July newsletter article introduced issues around the maturity of your staffing processes. This month's article describes the initial steps to increase process maturity for more consistent outcomes.

To review, **Process Maturity** reflects the extent to which processes are documented and standardized, the level of partner/management oversight and control over processes, the use of metrics to track process success and identify areas for improvement, and the practice's adaptability to changing circumstances. You likely have significant process maturity in most of your practice, so are familiar with the benefits. But human resource processes require a very different skill set than does dentistry, and you may want some support as you decide to make these changes. The practice leadership, at least, needs to be on board, as increasing process maturity requires attention and effort.

Once the practice leadership agrees that your staffing processes would benefit from increased maturity or formality, begin by documenting the processes as you would like them to occur. If you already have documentation that you have not been using reliably, you can start with that. Documentation will include what you want to accomplish with the process, what tasks will be done, by whom, and on what schedule. Remember that process documents will invariably get adjusted, so this is usually not "one-and-done." Documentation will enable you to conduct the processes according to a plan that you have been able to review and share with involved parties. The first few times through the process, keep track of what goes well or not, so you can make need changes.

On September 4th at 6 PM, there will be an after-hours information session on these issues, co-led by Josh Hughes, Employment Law Specialist from Dorsey & Whitney, LLP and Jane Daniel, PhD and Executive Coach, from Flowstate Health. See the registration information elsewhere in this newsletter if you are interested!

Want individualized help now? IADAPT is exclusively for Iowa dentists and includes 3 free, confidential coaching/therapy sessions per calendar year. You will be matched with an executive coach for workplace concerns and/or a professional counselor to help with personal issues. Email IADAPT@flowstate.health or text 515-443-1850 to schedule your first session with Flowstate Health.