



From Burnout to Buy-In

7 Leadership Strategies to Reignite Your Healthcare Team

The front desk was in chaos.

Phones were ringing off the hook. Patients were stacked in the waiting room like dominos. And the medical assistant had just walked out, muttering, *"I can't do this anymore."* The manager—new to the role and already overwhelmed—looked around, took a deep breath, and asked herself, *"How did it get this bad?"*

Sound familiar?

In today's fast-paced healthcare environment, medical practice managers aren't just overseeing schedules and supplies—they're managing emotions, expectations, and exhaustion. High turnover, low morale, and inconsistent performance aren't just frustrating; they're costly.

But with the right leadership tools, burnout can be transformed into buy-in—and frustration into fuel.

1. Lead with Purpose, Not Just Process

When team members understand the *why* behind their work, their motivation changes. Share the mission often—and show how every role connects to patient care and practice success.

2. Recognize Before You Revise

Before jumping in to fix a problem, notice what's going well. A simple "thank you" can go further than any policy change in building loyalty and trust.

3. Listen Like It's Your Superpower

Employees want to feel seen and heard. When managers truly listen, they uncover hidden concerns—and often, unexpected solutions.

4. Create Psychological Safety

Teams thrive in environments where it's safe to speak up, ask questions, and admit mistakes. A blame-free culture is a growth-focused culture.

5. Communicate Clearly and Consistently

Don't assume your team knows your expectations. Define roles, repeat priorities, and check for understanding. Clarity is kindness.

6. Coach, Don't Just Correct

Underperformance isn't always a lack of skill—it's often a lack of guidance. Use challenges as coaching moments that inspire improvement, not fear.

7. Invest in the Culture You Want

Culture is created through repetition. Set the tone, model the behavior, and provide ongoing training that reinforces the values you want your team to live by.

Because when leadership is strong, everything changes.

In a field where change is constant and the pressure never stops, strong leadership isn't optional—it's essential. And while one great training can plant the seed, consistent, ongoing development is what makes it grow.

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