

BRING A SOLUTION, NOT A PROBLEM ASSIGNMENT

GOAL: To understand the concept of “Bring a Solution, Not a Problem”

LOGISTICS: In each scenario, allow Front Desk Team member A to just bring a problem to the manager, and Front Desk Team Member B to bring a solution to the problem to the manager

Scenario: Front Desk Team Member A: Front Desk Team Member B:
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Scenario: Front Desk Team Member A: Front Desk Team Member B:

Date of completion:

Reviewed with doctor/manager:

Initial after satisfactory completion: