

A Great Employee



KNIFE RIVER CARE CENTER

Tips For Making Work Life Better

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Tips for Making Work Life Better

Know the Boss's "What"



Learn what matters to your boss. Meeting their needs makes their job better and in turn makes your job better. What is their preferred method of communication? What really annoys them? Missed deadlines, not bringing problems up early, interruptions? Keep open communication with your boss.

"No Excuses"



This is a commitment you make to yourself, the boss, and co-workers to do your best to assist the organization in achieving excellence. It requires holding yourself accountable for outcomes. Chronic excuses gives you a reputation of being undependable. People won't want to work with you and damages future opportunities. People who always make excuses for their performance never try to fix the problems that are causing it. Instead, bring solutions to problems to your supervisor.

Tips for Making Work Life Better

Practice Good Handovers



When Employee A turns over care to Employee B, pass along information that will help the next person better serve the resident. Check with your supervisor how information is passed between shifts. If doing a handover in front of the resident, assure the resident they are in good hands.

Don't Contribute to "We/They"



Before blaming someone else for something gone wrong, think how you can rephrase the situation in a way that doesn't put others down. Ex: "I'm sorry the information you received is wrong. Let me see if I can get the right information for you." Make an effort to put others in a positive light.

Turn Complaints into Solutions



Mindlessly complaining means mindlessly focusing on problems. Justified complaining helps identify a problem that allows moving toward a solution.

Tips for Making Work Life Better

Honor Honesty and Accountability



If something is your fault, own it and take the blame for it. If there's a problem between others, try to be the mediator. Discourage people from pitting one group against another.

Don't Be Used



Individuals may hope you will go to someone with their concerns. Be careful you're not being used. Encourage them to deliver their own message. "If you are having an issue with someone, my suggestion is to take it up with them." You'll be setting an example of mature behavior. Don't allow anyone to burden you with a secret.

Use Key Words at Key Times



Use more positive words, such as "Consider it done" rather than "It's not my job". This instills confidence in the resident of our employees' abilities. You will learn more key words to use at key times from your supervisor.

Tips for Making Work Life Better

Mentor New Hires



New hires need attention their first few months. Check in every 30 days of their first 90 days to ensure they're learning procedures correctly and have the necessary tools to be successful.

Practice AIDET



A - Acknowledge - say "Hello" and greet others

I - Introduce yourself along with your title

D - Duration - How long will what you're doing take?

E - Explanation - Explain what you're doing

T - Thank you - "Thank you" goes a long way

Tips for Making Work Life Better

Always, Always Manage Up the Facility



Talk up co-workers, the facility, and your supervisor. When you say great things about the facility and co-workers, you put residents at ease. It helps them form a positive opinion of the facility. Be sincere.

Always Represent the Facility Well



It helps in attracting high performers and residents. Speak respectfully of those you work with and what you do within the organization.

Show Appreciation



Praise co-workers immediately when caught doing something good. Tell co-workers' bosses who deserves reward and recognition. Give credit when credit is due. Show gratitude to those who assist you.

Who we are

Our employees, an energetic team committed to honesty, trust, and kindness, have a passion for compassion.

- Our Vision: To provide family-centered compassionate care in a therapeutic and safe environment, where the goal is quality of life.
- Our Mission: Knife River Care Center is dedicated to the preservation of dignity and respect to those we serve and employ. With great compassion, we strive to make excellence our standard.

Contact Us

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KNIFE RIVER
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Excellence through Compassion