



# WORKPLACE BEHAVIORS

**Workplace behaviors range from stellar professionalism to disgruntled and disruptive. It is our hope at Anthony Medical & Chiropractic to create an atmosphere of professionalism to support and nurture our staff to reach their full potential. Realizing there are so many behaviors that impact success, we are going to cover a few expectations of our Do's & Don'ts in the workplace. Together, if we all commit ourselves to these areas, success is sure to follow.**

# Our Do List

## **Make it a priority to be on time.**

**Make it a habit to be on time for every meeting, for work, and deadlines. Time management is an important part of our ability to care for the high volume of patients we see on a daily basis. Plan your time wisely. There are always additional hurdles we must face while at work that may require our attention. If we are proactive, we will not be reactive.**

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# **Think before you speak.**

**Choose your words wisely, and try your best to block out all the inappropriate words and communications in a professional setting.**

**Apply the “T.H.I.N.K” tactic before you speak:**

**T - Is it true?**

**H - Is it helpful?**

**I - Is it inspiring?**

**N - Is it necessary?**

**K - Is it kind?**

## **Offer assistance to your colleagues.**

**A true professional is willing to help out his/ her colleagues in any way possible by sharing a piece of their wisdom, opinions or simply by lending them an extra pair of hands. There are times we need to help each other make it through the day when we are short-staffed, have a full scheduled, or our systems are down.**

**To lend a hand is a great act of kindness in the workplace.**

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## **Stay positive.**

**Constant negativity can bring everybody down, and amidst of your hectic work schedule, positivity is certainly appreciated more. Furthermore, positivity is contagious when you combine it with the ability to help those in need, whenever possible. Positivity and appreciation will always help to create harmony and boost morale in the workplace.**

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# **Focus on you at work.**

**Begin your day with a plan on how you can best accomplish your tasks. Take into account what is happening around you as you develop your plan. Are we fully staffed? Is the schedule full? Do we have deadlines to meet on a task you are working on?**

**There are 3 things that you can do to be successful:**

- 1) Be at work when you are scheduled to be at work**
- 2) When at work, simply work**
- 3) Do not participate in rumors, gossip or disruptive behaviors**

# Our Don't List

## **Don't become part of gossip.**

**Every employee will have bad days as well as life issues outside of work. These things should always remain outside of the workplace. Although it may be tempting to discuss rumors with your fellow employees, gossiping can be damaging to your image and hurtful to the individual struggling through their issues or hardships of life.**

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# **Don't lie or hide your mistakes**

**Integrity is the cornerstone of professionalism. Dishonesty or hiding your mistakes can not only make you look bad but also greatly affect a patient's care. We want to use mistakes as learning tools to grow your knowledge to better care for our patients and our organization.**

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## ***Don't be inappropriate.***

**In social media and with computer usage, it's easy to forget your responsibilities at work. Don't be careless and step outside your professionalism by surfing the internet or use social media during work hours. Also, be mindful of the language we use in these areas away from work. We are a professional company caring for the well-being of our community members. We expect all interactions with patients and peers to be appropriate in language and presentation. It is our desire for you to use these away from work and only for personal use. Please refrain from making work-related comments on your social media accounts.**

***Don't* become known for being  
absent or tardy.**

**We expect our employees to be personally accountable for their commitment to their position and their fellow employees in which they support. Although we understand there are times in which an employee cannot be at work due to sickness or family issues, excessive absenteeism and tardiness places undue stressors on the remaining staff. We want you here because you are part of our daily successes.**

## ***Don't* use your cell phone on company time.**

**Cell phones are a convenience that have become a workplace distraction for employees around the world. If there is an emergency, you can be easily be reached by the office phone. We will allow you to step away to speak immediately. Cell phones can be used on breaks away from your desk and lunch. Otherwise, cell phone usage, texting, and social media posting is not allowed while you are clocked in.**

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## ***These Behaviors will not be Tolerated***

- 1. Threats or acts of Violence**
- 2. Disruptive Behaviors**
- 3. Threatening Language**
- 4. Insubordination**
- 5. Excessive Absenteeism or Tardiness**
- 6. Bullying (By Direct or Indirect Actions)**
- 7. Texting or Social Media Posting During Work**
- 8. Participating or leading rumors or gossip**
- 9. Falsification of Document for personal gain**
- 10. Violations of HIPAA**