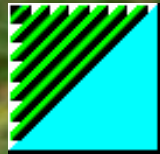




How To Teach An Old Dog A New Trick!!!

Presented By
Walter F. Edwards, Director
MARS - EBO Group



What Kind of Dog Do You Have?

I have been here 20 years...that's 62 in dog years!



Who me? Hectic? Just can't remember where I put that bone!



Yes...I am SuperDog!



What Kind of Master Are YOU?



- Kick the Dog...Then Wonder Why Fido Will Not Come When Called
- Bribe with Long Term Treats...Dogs Just Don't Remember Past the Moment
- Beg to Sit and Your Dog Rolls Over and Plays Dead...Dumb Dog!
- Love Your Dog...Such a Sweetie...as You Clean Up the "Busy Business" Off the Floor

Doggie See...Doggie Do!

- No...YOU do not Need to Change
- Contrary to All Popular Management Theories
- 55 to 60 Hours Per Week
- Forced Staff Reductions
- Do More with Less
- More Difficulty Accomplishing Tasks
- More Rules and Regs
- Your Actions Are Enough



The Secrets to Training Your Dog – Part 1

- Train Daily
- Forget Goals...They Only Apply to You and Dogs Just Don't Care
- Get Down to Specific Task Level...Sit is Good...Drive the Car is a Bit Much
- If Your Show Dog Can Do It...Expect the Same From Your Mutt
- Expect and Reward Bursts of Energy...Productivity



The Secrets to Training Your Dog – Part 2

- Train Constantly
- Instant Rewards...Remember I Forget
- Motivate with Treats on the Spot...A Quick Biscuit Every Time Fido Performs
- SOD...Satisfy on Delivery...not Monthly, Quarterly or Annually...Daily
- One Trick at a Time...Sit, Lie Down, Jump, Fetch, Roll Over, Bark, Count...No Way

Sit Up, Lie Down, Roll Over



- Stick to the Basic Tricks...Call on an Outstanding Claim
- Stick to a Single Task...Code 1, Call 1, Post 1...Does Not Work
- Set a Number...Hourly, Morning/Afternoon, Daily
- Establish Reference Points...When the Trick is Not Working...Where Does Your Dog Go?



What Your Dog Can Really Do!



Tasks	Volume
Claims Follow-Up	50 to 70
Patient Collection Calls	60 to 80
Coding	40 to 60
Charge Entry	125 to 150



Old Dog Still Wanting to Be An Old Dog

- Are You The Alpha Dog in Your Pack?
- Does Your Dog Have Separation Anxiety?
- Does Your Dog Lack Communication?
- Time For Proper Obedience Training?
- Are There Triggering Events that Cause Your Dog To Misbehave?
- Are You Inadvertently Rewarding the Behavior You Are Trying to Correct?



No Matter How Hard I Try!



Disgusting Yes...Natural Yes!

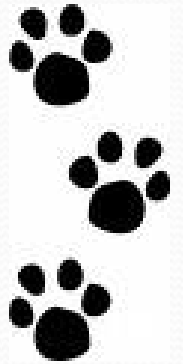
Find What is Natural To Your Dog

- Doggie “Barks a Lot” Gets Moved to Switchboard or Patient Calls Where Barking Comes Naturally
- Doggie “Lets Learn a Lot” is Assigned to Training
- Doggie “Does a Lot” Sets the Pace...Benchmark
- Doggie “Questions a Lot” Assists in Writing the Policy
- Doggie “Busy Business Stirrer” is Assigned to Cafeteria where Busy Business is Served All Day Long



You Are the Dog Whisperer

- Strong Master-Dog Relationship...Trust and Mutual Respect
- Confidence and Control of Your Dogs in Any Situation...You Would Let Your Dogs Visit the CEO's House
- Happy, Outgoing, Socialized Dogs...Tone of Your Business Office is Productivity
- You Know Your Dogs Natural Drives and Instincts...All Dogs Want to Make The Owner Happy
- Never Cruel or Harsh...DO NOT BREAK YOUR DOGS SPIRIT...Your Dogs Should Not Cower



For Our Cat Lovers!

