

THINK SMALL

THE POWER OF COMPOUND IMPROVEMENT



Do Things Faster, Better, and Easier.

LEE SILBER

Today's Webinar Presenter



THINK SMALL

THE POWER OF COMPOUND IMPROVEMENT



Do Things Faster, Better, and Easier.

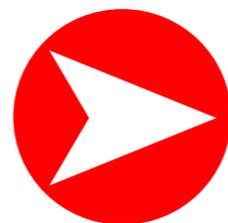


**THINK
SMALL**

Small improvements stacked on top of one another
can make a big difference over time.

kai • zen

Changing for the Better Through Continuous Improvement



Find small, low cost, low risk improvements you can do right now and do them to make your job and practice better for all.

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BETTER WAY

- Control what you can control
- Focus on solutions instead of dwelling on problems
- Look for a better way to do everything



When we take care of the little things, the big things tend to take care of themselves.

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BIG

- Big is scary
- Big is hard
- Big is impossible



SMALL

- Small is manageable
- Small is easy
- Small is possible



THINK SMALL

THE POWER OF COMPOUND IMPROVEMENT



Do Things Faster, Better, and Easier.

BETTER WAY

- Pizza and Pants
- 21 Ways To Think Small
- Examples of Why The Little Things Matter



I used to rock and roll all night
and every day. Then it was every
other day. Now I'm lucky if I can
find an hour to get funky.

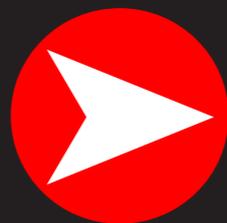
H O M E R S I M P S O N

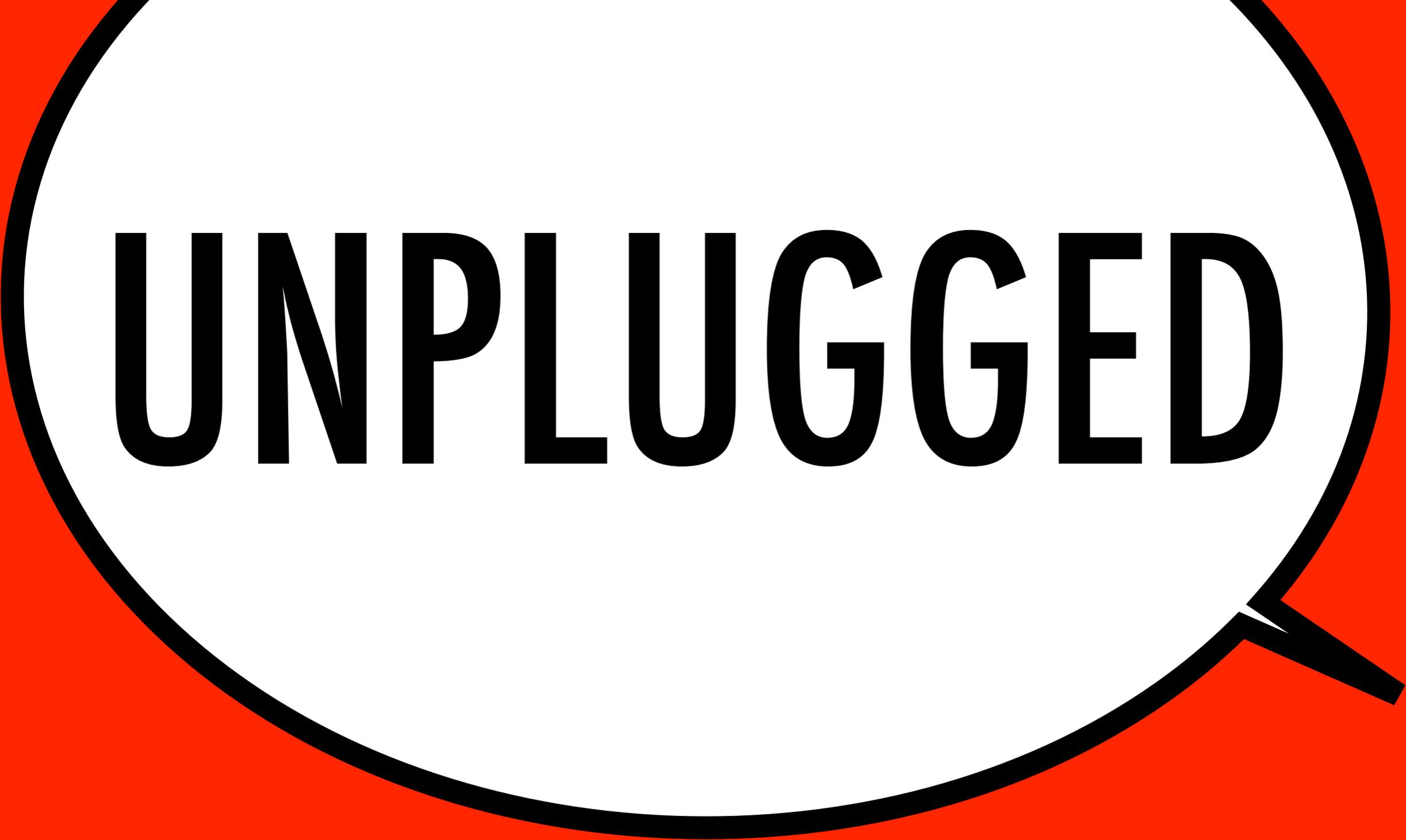
SOCRATES

In Four Sentences

- 1. Socrates lived a long time ago.**
- 2. Socrates was very smart.**
- 3. Socrates gave long speeches.**
- 4. His friends poisoned him.**

*** Give shorter talks.**





UNPLUGGED

Today's webinar will not be one of my wild and crazy bootcamp or breakout sessions.

2017

LEADERSHIP BOOTCAMP

LAS VEGAS

- A Day in the Life of an Office Administrator by Tricia Long
- A Full Day of Leadership Training



2018

LEADERSHIP BOOTCAMP

NEW ORLEANS

- A Day in the Life of an Office Administrator
- A Full Day of Leadership Training
- Scavenger Hunt
- Build a Bear
- Photo Booth

2018



2018



Jules and his bear. Thank you Linda Siculietano and Abbie Millar of Bergen ENT.



2019

LEADERSHIP BOOTCAMP

AUSTIN

- A Day in the Life of an Office Administrator
- A Full Day of Fun Leadership Training
- Scavenger Hunt
- Advice Balls For Inner City Kids
- Live Music From Rhett and Lee
- Powerful Closing Activity
- Conga Line

2019



2019



2019

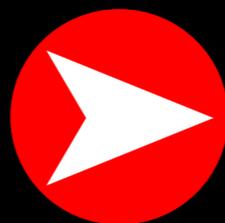
just keep livin



Love
yourself!
You are
enough!

PIZZA

Hot From The Oven . . . in a Car

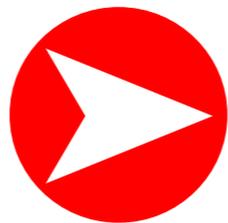


There's no better feeling in
the world than a warm pizza
box on your lap.

K E V I N J A M E S

HISTORY

- The first flat bread pizza was consumed by Millennials . . . in the 1st Millennium, in Sardinia
- Pizza became popular in the United States when soldiers returning from WWII wanted what they had in Italy here





The first frozen pizza was sold in 1957

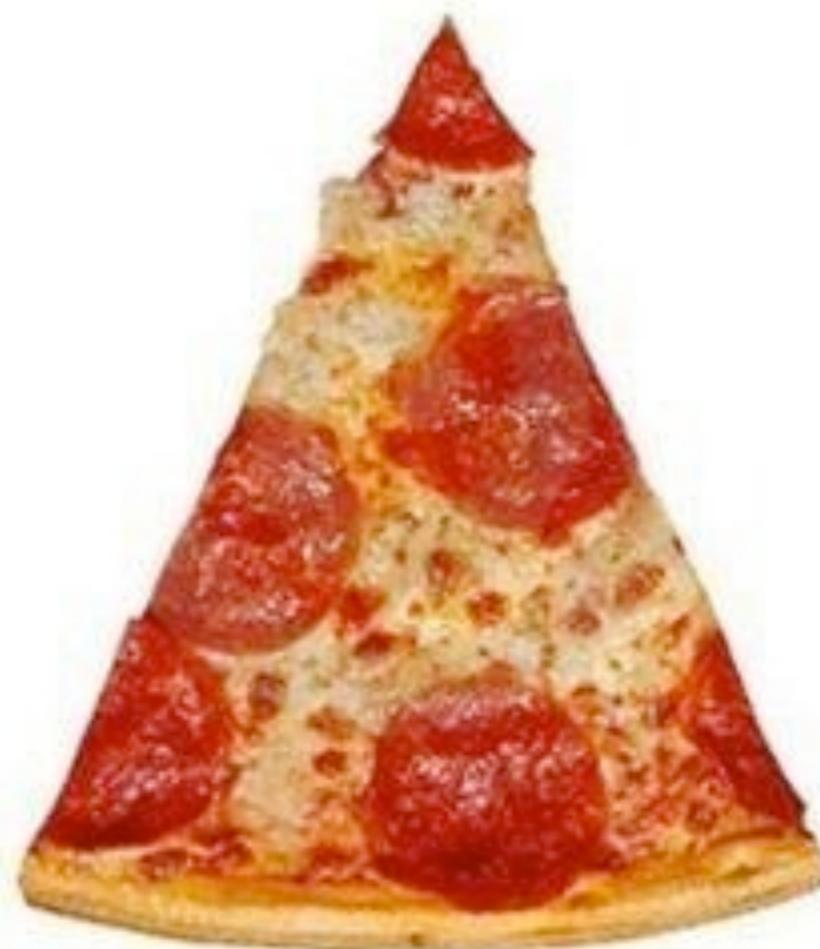
1960s

Pizza Hut, Little Caesar, and Dominos



Yeah, I'm into fitness. I'm gonna "fitness" this whole pizza in my mouth.

U N K N O W N



CLOSE ENOUGH

1970s Pizza Parlors

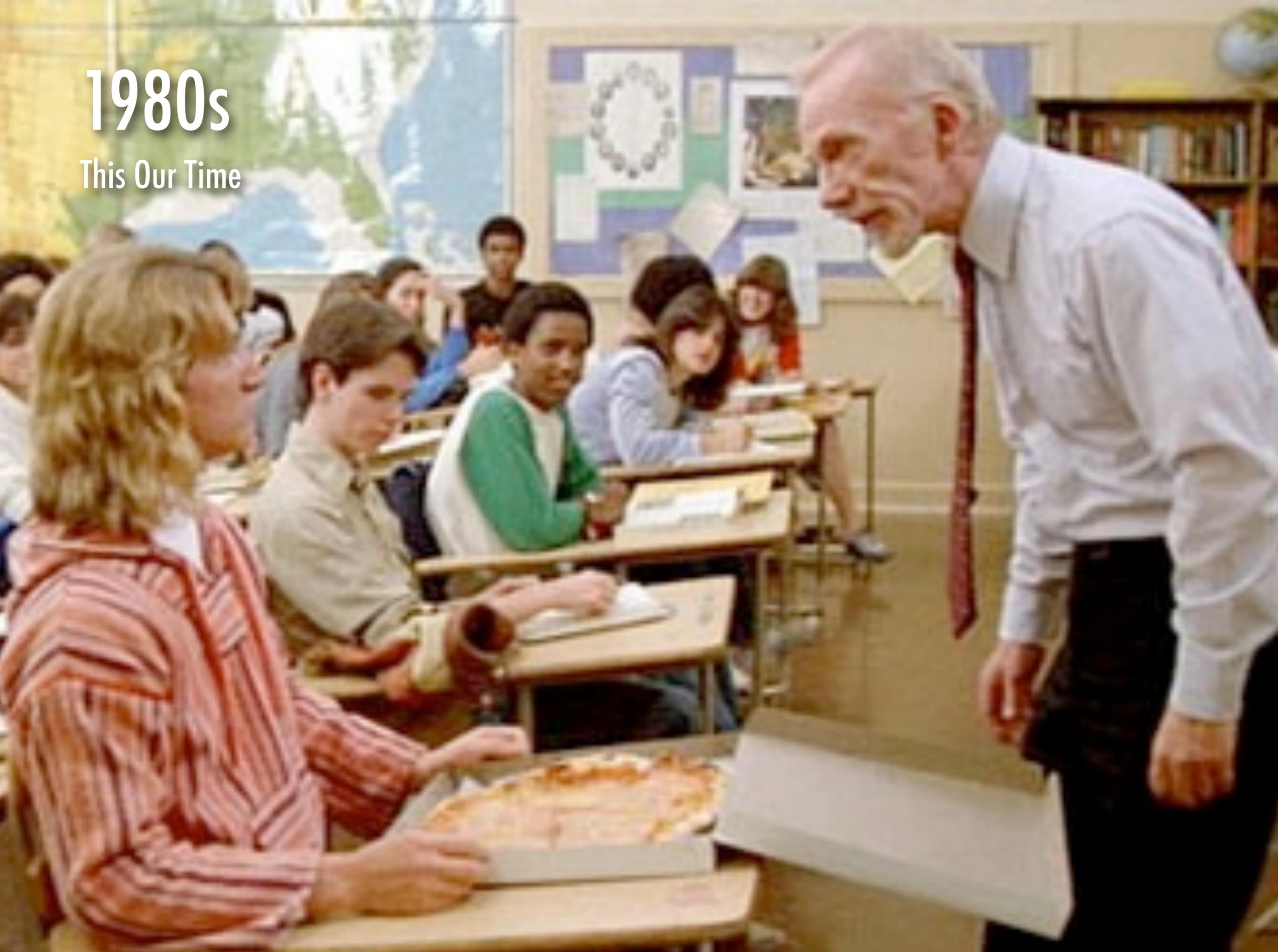


Here's how to make a great salad, first get rid of the lettuce and use pizza instead.

U N K N O W N

1980s

This Our Time



Square box, round pizza,
and triangle slices. Dude,
I'm so confused.

S P I C O L I



california
PIZZA KITCHEN

1990s

Gourmet Pizza



GLASBERGEN

© Randy Glasbergen
www.glasbergen.com
8E



“Don’t slice the pizza. My diet says I’m only allowed to eat one piece!”

2000s

The Delivery Wars





Not everyone loves delivery pizza. "It's not delivery, it's DiGiorno."

Today

Cooked in the Car





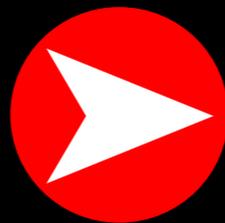


PIZZA

Small improvements over time has made getting
and eating pizza faster, better, easier.

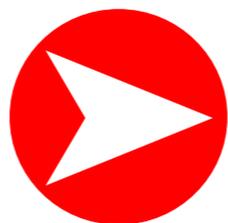
PANTS

From Baggy Jeans to Yoga Pants



HISTORY

- Men first wore pants for riding horses . . . in battle
- Women first wore pants due to the popularity bicycles
- And in 1873, the first pair of jeans were worn—invented right in San Francisco by Levi Strauss



A woman went to Old Navy to return a pair of jeans that were too tight. This is the conversation she had with the clerk.

- **CUSTOMER** "I'd like to return these jeans."
- **CLERK** "Was anything wrong with them?"
- **CUSTOMER** "Yes, they hurt my feelings."



In the 1960s, Mary Tyler Moore was a trailblazer for wearing pants



1993

1993 was the first year pants were allowed to be worn on the floor of the Senate . . . by women.



We've come a long way, or have we?

Don't wear skinny jeans if you
don't have skinny genes.

W I L L F A R R E L L

The evolution of pants



1980



1990



2000



Tomorrow

1950s

Hot Pants . . . and Jeans



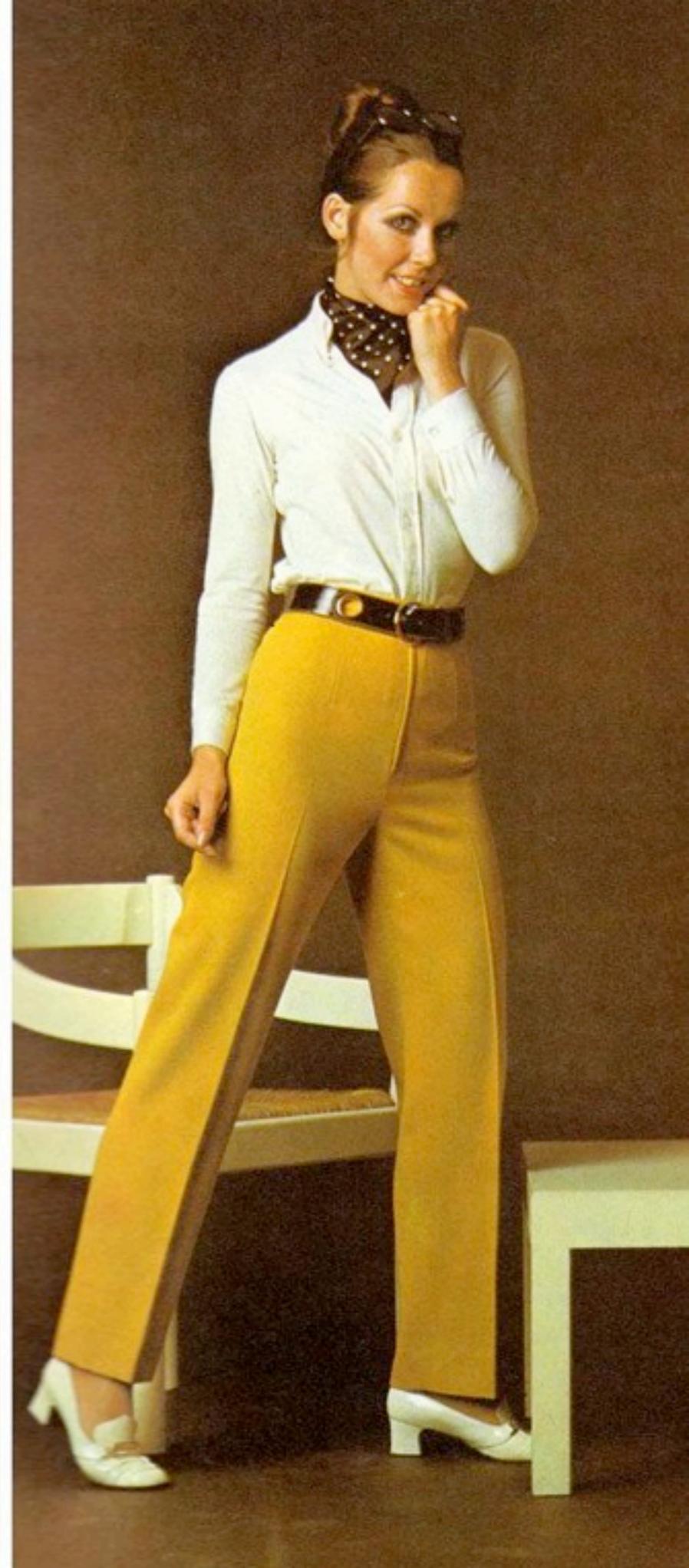
1960s

Trousers



1970s

Polyester and Bell Bottoms





1980s

When Men Were Men?

1980s

High Waist



1980s

"Mom Jeans"



1990s

Preppy Turned to Grunge





2000s

Every Day was Casual Day



Things that tell the truth:
Small children, drunk people,
and yoga pants.

THE TRUTH

Today

Everything is Stretchy



Let's open a store
called FOREVER
39.

We can sell wine
and yoga pants.



your  cards
someecards.com

Beauty isn't a size,
it's a state of mind.

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George At Asda

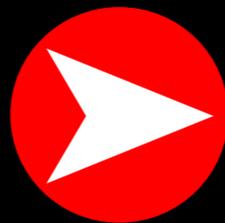
Even though times change, we
all still put our pants on one leg
at a time—unless they are skinny
jeans, then all bets are off.

LEE SILBER



TIPS

Think Small



PUSH YOURSELF

WORK FASTER



For tasks you do every day, use a timer or stopwatch to time yourself the first day. Then try to beat that time every day for a week. Speed cleaning is a good example.

Nobody believed a person could run a mile in under four minutes until Roger Bannister did it for the first time in 1954. Now most runners can do a mile in well under four minutes.

We can do more than we think we can.

BE THE BEST

ONE AT A TIME



Every time you interact with someone—a patient, vendor, doctor, co-worker, new hire—make them feel like they are the important person in the world. It's the small things . . .

Mother Teresa once said, "Never worry about the numbers. Help one person at a time and always start with the person nearest to you."



BABY STEPS

BITE SIZE

Break big things down to the smallest steps possible so there is no excuse, and no fear. We procrastinate because we're don't know where to begin and wonder if we can finish.

Another trick is when working on a big project, stop at an easy place to begin the following day.



NEW IS INTERESTING

MIX IT UP

It's easy for us to get in a rut. However, making small changes to our routine gives us a fresh perspective and makes things more memorable. Changing a workout routine is a good example.

Steve Jobs said there were seven things that lead to innovative thinking, the first thing on his list was to change your routine.

LEARN AND GROW



GET SMART

It's a fact, the most successful people read. The point is we should all be lifelong learners, and it's never been easier to quickly learn something new every day with technology.

Reading is making a comeback, but more people than ever now listen to books. People also now learn by watching YouTube videos and looking things up on Google. If anyone listening wants a free copy of my new novel, let me know.

PLANNING IS KEY



BE PREPARED

Many times the day gets away from us without a plan. It can be as simple as setting our priority for the day on our chair or choosing the one thing we must get done before lunch.

Many people put out what they will wear the next day, make their breakfast and prep their coffee the night before, and set the things they need to bring with them by the door or in the car.

FOCUS FIRST



SLOW DOWN

Pause before you hit the send button because there could be a typo, your message may be too harsh, or be incomplete. There are a number of other reasons to slow down, including . . .

It used to be that work / life balance was about finding the time for what matters most at work and at home. Now it's about being 100% focused on what you are doing when you are doing it. Be all-in with your kids, your work, your workout, your pet . . .



KNOW WHAT YOU DON'T KNOW

SMART PHONE

Our phones (and apps) can do so much more than we know. If we spend just a few minutes every day learning and trying new things on our phones WE become smarter.

"The smartphone revolution is in still in it's early stages." –Tim Cook

SHERLOCK HOLMES



BE OBSERVANT

It's so easy to be better at noticing the little things that can give us an edge. Reading people, seeing things others miss, and paying attention to details is simple and important.

Just by paying attention to what hand a person writes with (left-handers are often right-brained), or what kind of watch they wear, or their non-verbal communication cues (leaning is a good sign, arms crossed is not) only require a little extra focus.

SMALL ACTS

10

BE KIND

It takes so little time to compliment someone, say thank you, help them in some small way, learn and use their name, or listen without interruption or judgement.

Helping others is a good way to forget about our own troubles for a minute.
Plus, it feels good to make someone's day.

OWN IT

YOU, INC.

A change in perspective is a simple thing that can create big changes in how you see things. What if we thought of ourselves as the owner of our own Practice Administrator business and the doctors and the practice as our client?

Seeing everything in the office from a patient's perspective gives us great ideas to improve.

FINISH WHAT YOU START

GET IT DONE

Unfinished business causes stress. If we can do something in under a minute, we should do it . . . now. If it's a bigger thing, imagine how it will feel when it's done to push you to finish. Ask for help. Delegate. Chip away.

When unfinished "business" from our past creeps into our present and ruins a good day, maybe we should find a way to fix it. Make a call, send a text, or pay a visit in person to clear things up, clear the air, or get clarity so you can forget about it and move on.

MAKE THEM SAY "WOW!"

BE BETTER

The difference between good and great isn't much. A good friend likes your social media post. A great friend writes a comment. A good friend knows your birthday. A great friend remembers your half birthday.

Our goal is to make people say, "Wow!" every time they interact with us by doing just a little bit more than everyone else does.

NARROW AND DEEP

LESS IS MORE

Do we need to know everyone to be well connected? What if we know the one person who knows everyone and won them over? What if we focused on the things we did best? Only used the best apps? Had just one credit card?

What if we let go of trying to please others and worrying about what they think?
What if we simplified our wardrobe to only our best pieces?

END ON A HIGH NOTE

START STRONG

Making the bed is not just a good way to start the day, we also do it for our “future self”. A good way to end the day is to save a series of quick and easy tasks we can quickly check off.

Keep some simple and easy tasks handy for when you have “found time” (waiting on hold or waiting for a repairman, or downloading a big file.)

THE POWER OF NOW

JUST BREATHE

We can't change the past, we can't predict the future, but we can control what we think and do in the present. Focus on your effort and not the outcome, let go of any and all guilt and regret from the past, and don't worry about the future.

Have something you see all the time to help you focus on the now—a bracelet, dot on your watch, an object on your desk, or an image or word as the wallpaper on your phone.

EASIER EACH TIME

PLAYBOOK

When something works, why reinvent the wheel. Save letters, templates, proposals, paperwork, shortcuts, frequently asked questions—anything you can reuse to save time.

When Uber went into a new city, they used what they'd learned (both good and bad) from the previous cities they launched in, and created a playbook to follow.

SIMPLE PLEASURES

CHOCOLATE

Your favorite song. A bite (or two) of chocolate. A power nap. A short walk outside. A few minutes alone. A quick glance at photos of your favorite place. Sometimes that's all it takes.

Put comfy clothes you are about to wear in the dryer to warm them up. Give yourself a spa day at home—light some candles, take a bath, pamper yourself, and relax.

WORK SMARTER

OFFICE SPACE

What bugs you about your work space? Move something around. Make a change. Get a newer better piece of equipment. Add a plant. Get a comfy chair. A standing desk. Improve the lighting. Paint a wall. Fix a broken . . .

The junk drawer is the perfect place for things you don't know what to do with but aren't sure you should throw them away.

IDEAS ARE EVERYTHING

DREAM TEAM

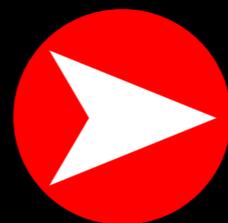
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Two heads are better than one. Create a suggestion box and chances are you will get some good ideas. Form a Wild Idea Club. Connect with others in your field that you can turn to when your stuck. Form a dream team.

The smartest people have an idea book. Enough said . . .

EXAMPLES

It Is About The Little Things in Life



Candy Girl

30 Years Later



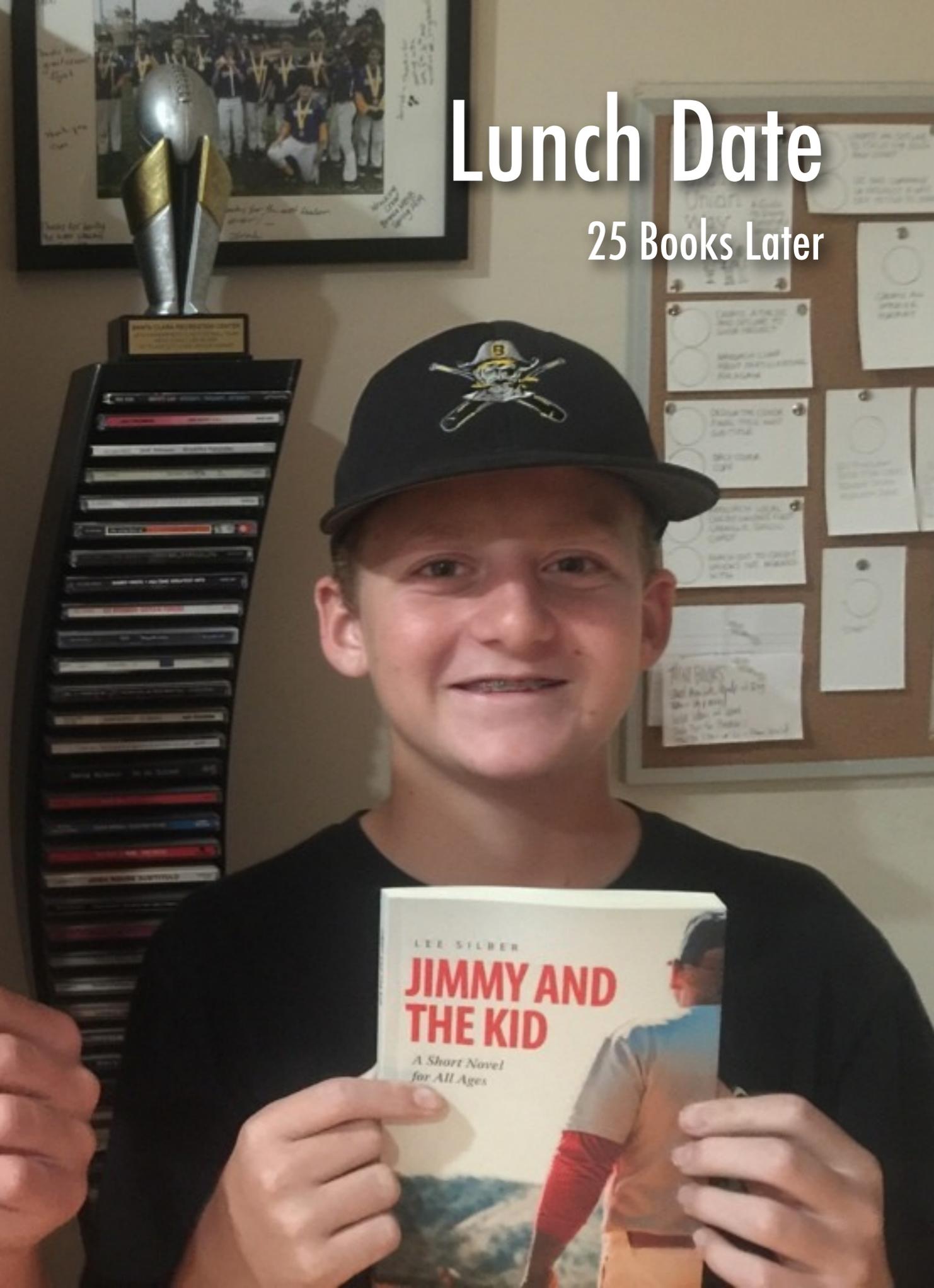
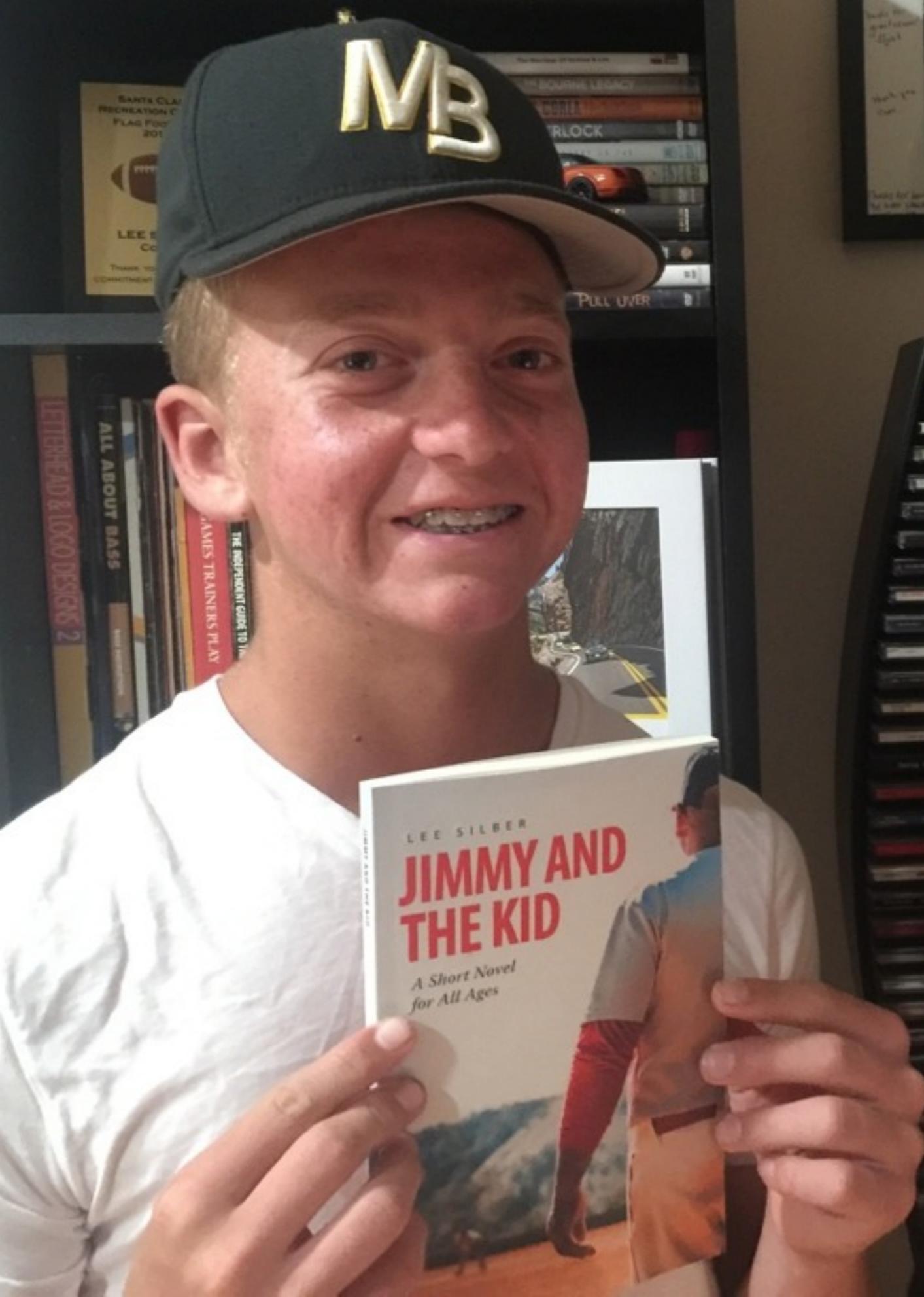
Champions

From Worst to First in 5 Years



Lunch Date

25 Books Later



Sunshine

25 Years of Procrastination



Sunshine

25 Years of Procrastination



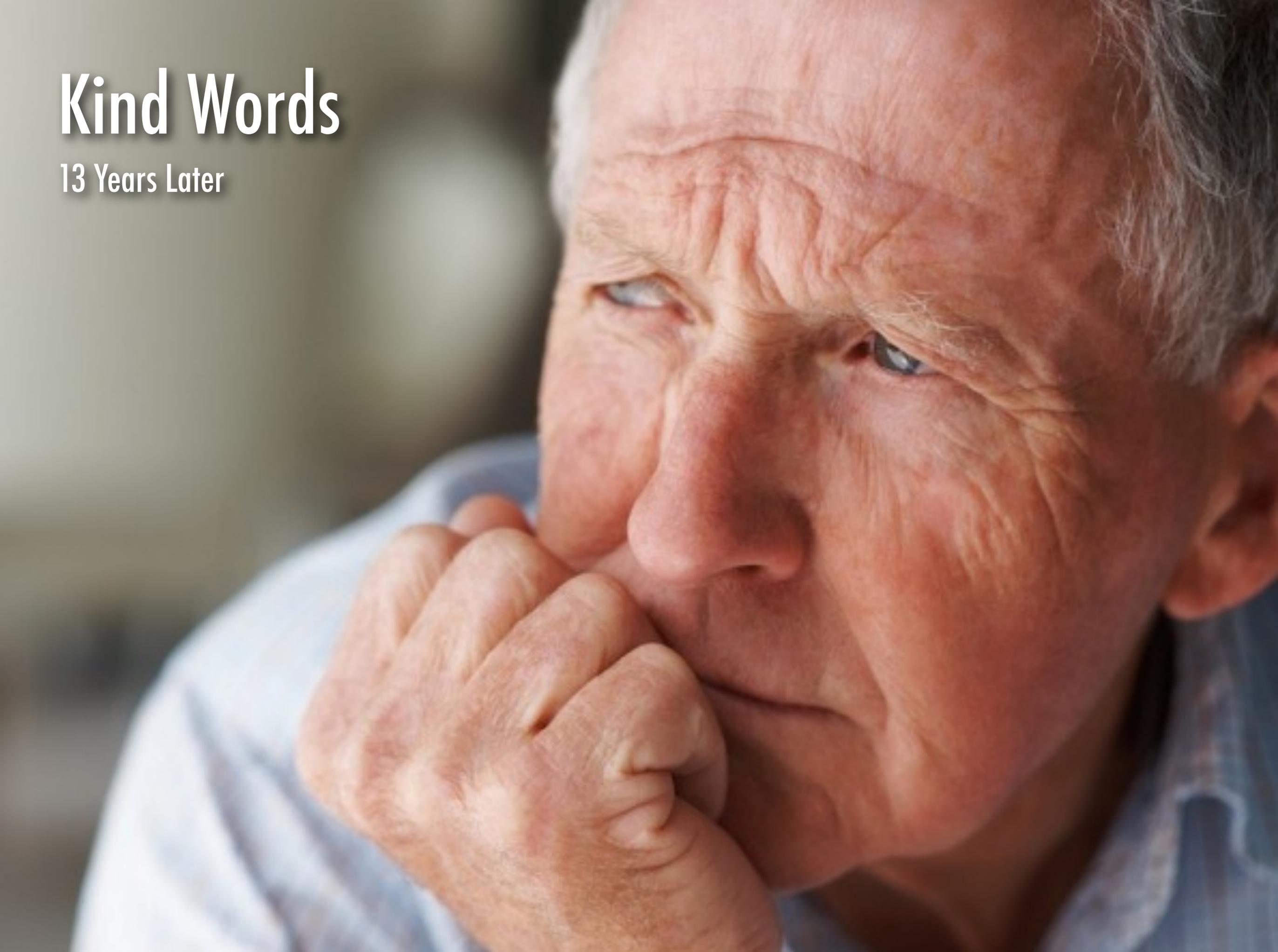
Sandwiches

15 Years Later



Kind Words

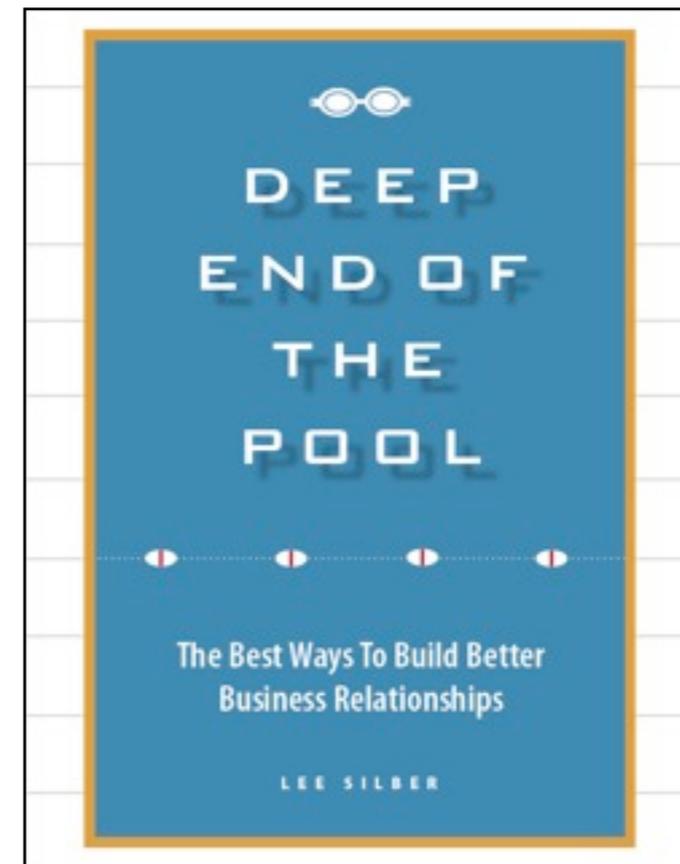
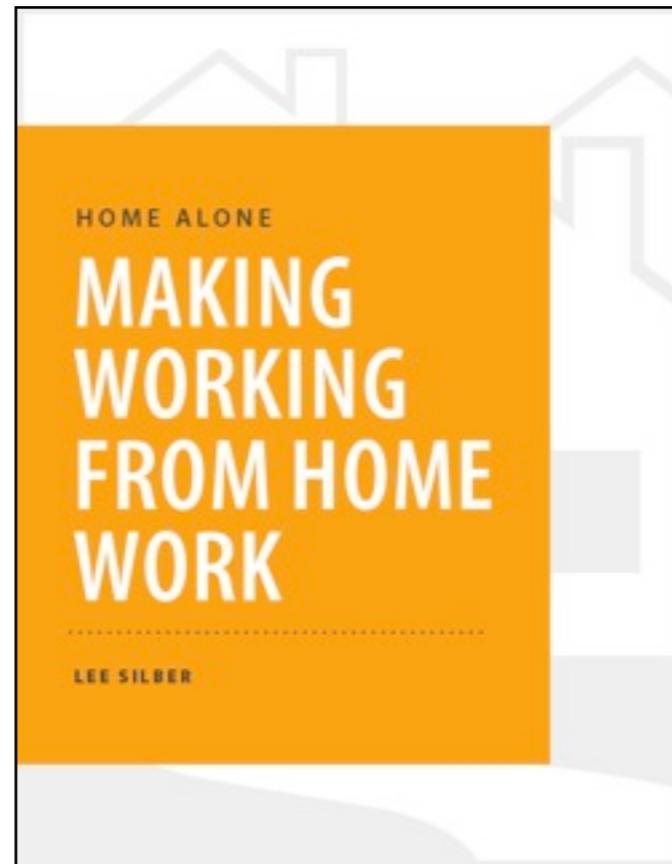
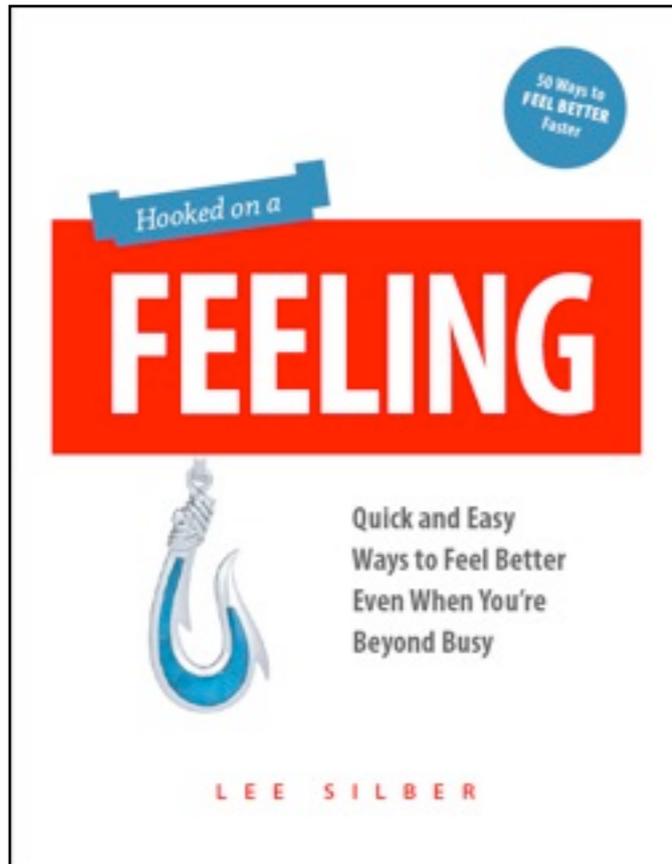
13 Years Later





THANK YOU

**Thank You Kelly for Hosting This Webinar
and Thank YOU for Attending**



Free Resources

FICTION / YOUNG ADULT

When a twelve year-old girl wants to play baseball with the boys, she's lucky to have the help of Jimmy Parks, a former Major Leaguer and someone with the power to change her life forever.

Escaping to the empty baseball fields across the street from the military housing in which she lives, Billie is content to throw a ball against the wall, pitching imaginary games with no one around—until she meets Jimmy Parks, the man who maintains the fields.

Not only does the long-retired Major Leaguer teach Billie and her new friends how to play baseball the right way, he and the other older coaches also teach the team about life in this story of breaking barriers, and breaking through to do what you were always meant to do.



Lee Silber is the award-winning author of 25 books including fiction, nonfiction, and young adult titles. An avid baseball fan, softball player, and coach, Silber hopes to inspire more young people to play the game he loves. Lee lives with his wife and two sons, (both outstanding baseball players) in Mission Beach, California.

A portion of the proceeds from this book goes to support youth baseball.

\$10.00 (Also available for Kindle)

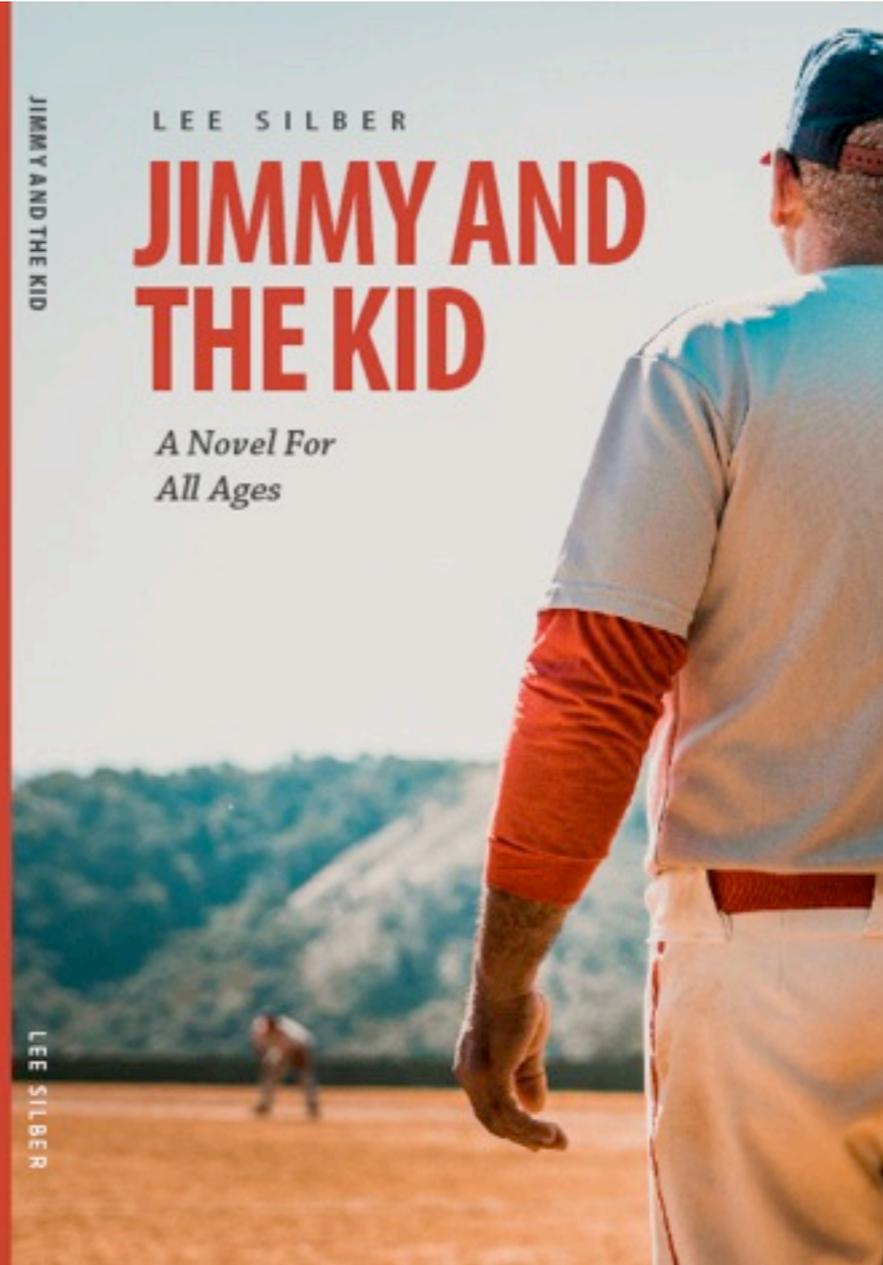


JIMMY AND THE KID

LEE SILBER
**JIMMY AND
THE KID**

*A Novel For
All Ages*

LEE SILBER



Free Book

TOAST

To You For All You Do



LEADERSHIP BOOTCAMP

PORTLAND

Fingers Crossed I'll See You There

2020





THINK. LAUGH. LEARN.

LEE SILBER

It's more than a speech
It's an experience

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