**Reflection as a Medical Assistant**

Student’s name

Institutional Affiliation

Course

Instructor

Due Date

Reflection as a Medical Assistant

Having served as a medical assistant in a community clinic, I consistently deal with demanding and overwhelming moments as such, I have embraced a management philosophy that is to create an environment that not only leads to optimum productivity but also provides guidance, direction, and noteworthy examples to my fellow work colleagues. For this philosophy to be successfully executed, I have trained myself to be always open-minded with regards to my team’s feedback, I have also embraced the ideology of delegating projects and tasks, and additionally do encourage team input when organizing and planning strategically.

When focusing on interpersonal relations, my approach towards gaining allies, supporting workmates, and showcasing my capabilities to my management is rooted in three distinct values namely; embracing a positive outlook, controlling my emotions, and displaying genuine interest in my colleagues' lives. Under the first aspect of cultivating a positive outlook, It is critical to ensure that an employee never bring personal issues that upset them to the workspace (Mattingly et al., 2020), and in my case, whenever I am stressed about an issue in the workplace, I tend to look for the positive aspect of the issue and build on that. Secondly, I believe in investing in controlling my emotions as this ensures I do not overreact or underreact to any event. Additionally, by always controlling my emotions, I can calm myself and always approach any event with a clear and sober mind. Finally, I am more focused on building healthy relationships with my co-workers, an aspect that necessitates me to showcase genuine interest in their life and family matters, as this helps me get to understand them better and realize what is important to them.

As a leader and a supervisor to other medical assistants and work colleagues in general, there are numerous decisions that have emerged where the teams have entirely looked up to me so that I can showcase them the way forward. Having noted that the decisions I make tend to have a great impact on the environment at work, I purposed to embrace the rational decision-making approach because I believe it is a logical approach that through in-depth analysis enabled me and the team to work through a problem and approach the solution in a sequential manner. Additionally, thanks to the given approach, the best alternative can be chosen out of the available options (McKibben, 2017).

Intriguingly, one situation that I once handled through the use of the rational decision approach, is when two medical assistant employees within my team clashed over the patient workload, with one employee claiming that the other was ignoring him as such leading him to be overwhelmed with the unmanageable patient load. By utilizing the rational decision-making approach we were able to identify the cause of the problem which was, in this case, derailing by one employee, and work towards a delegating approach where each employee was scheduled to serve an equal number of patients in an alternating manner. In the long run, this approach was key in ensuring that the workload was shared unanimously. I had to embrace an open mind, control my emotions and display genuine interest in the case as a means to ensure that each party felt the crisis was handled in a fair manner.

References

McKibben, L. (2017). Conflict management: importance and implications. *British Journal of Nursing*, *26*(2), 100-103.

Mattingly, B. A., McIntyre, K. P., & Lewandowski, G. W. (Eds.). (2020). *Interpersonal relationships and the self-concept*. Springer.