



Hogwarts in the workplace

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I—like some of you—am still coming to terms with the fact that my owl-delivered acceptance letter to Hogwarts School of Witchcraft and Wizardry never arrived. But we can still be students of the lessons that our heroic friends taught us in their adventures by taking a piece of that extraordinary universe into our clinics and build a better, more magical team.

Lesson 1: Words Matter – Create a “House Motto” for Your Clinic

“Words are, in my not-so-humble opinion, our most inexhaustible source of magic.” (Rowling, Harry Potter and the Deathly Hallows, 2007)

Vision, Mission, and Values Defined

Vision	Mission	Values
“...looks forward and creates a mental image of the ideal state that the organization wishes to achieve.”	“...a concise explanation of the organization's reason for existence”	“...core principles that guide... the organization and its culture.”
<ul style="list-style-type: none"> • What problem are we seeking to solve? • Where are we headed? • If we achieved all strategic goals, what would we look like 10 years from now? 	<ul style="list-style-type: none"> • What is our organization's purpose? • Why does our organization exist? 	<ul style="list-style-type: none"> • What values are unique to our organization? • What values should guide the operations of our company? • What conduct should our employees uphold?

(Mission & Vision Statements: What is the difference between mission, vision, and values statements? , 2018)

Lesson 2: Conflict is Natural, Good, and Bad

“It takes a great deal of bravery to stand up to our enemies, but just as much to stand up to our friends.”

Conflict in Literature	Conflict in the Workplace
<ul style="list-style-type: none"> • Character v. Self • Character v. Character • Character v. Nature 	<ul style="list-style-type: none"> • Priorities • Perspectives • Assumptions • Tolerances <p>(Lytle, 2015)</p>

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- Character v. S (What Is Conflict Literature? 6 Different Types of Literary Conflict and How to Create Conflict in Writing, 2019)upernatural
- Character v. Technology
- Character v. Society

(What Is Conflict Literature? 6 Different Types of Literary Conflict and How to Create Conflict in Writing, 2019)

Cost of Conflict

"It's estimated that employees spend over 2 hours per week involved in a conflict and "every unaddressed conflict wastes about eight hours of company time in gossip and other unproductive activities." (Lytle, 2015)

Benefits of Conflict

- Innovation
- Creativity
- Decision Making
- Trust

(Lytle, 2015)

Lesson 3: Embrace Each House

"But if it matters to you, you'll be able to choose Gryffindor over Slytherin. The Sorting Hat takes your choice into account'."
(Rowling, Harry Potter and the Deathly Hallows, 2007)

"Too often, people think that "anything in disagreement with my belief is intended as a personal affront," Woodward says. "We like to ascribe meaning to everything that happens. But we often confuse our interpretations about the beliefs of others with their actual intent. We're all self-centered that way."
(Lytle, 2015)

"Seek to understand before trying to be understood..." (Hanson, 2019)

Lesson 4: Show Appreciation

"There are some things you can't share without ending up liking each other, and knocking out a twelve-foot mountain troll is one of them." (Rowling, Harry Potter and the Sorcerer's Stone, 1997)

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Discussion: When you feel discouraged at work, what actions by others encourage you? (Chapman & White, 2012)

Dangers	Benefits
Lack of connection	Positive relationships
Feelings of discouragement	Improved attendance
Outspoken complaining	Customer satisfaction
Attrition	Positive culture and work environment
Lack of clarity	Emphasis on the present
Missed learning opportunities	Recognizing that good things happen
Burnout	

(Chapman & White, 2012)

The Five Languages of Appreciation

- Words of Affirmation
- Quality Time
- Acts of Service
- Tangible Gifts
- Physical Touch

(Chapman & White, 2012)

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