

Creating the Happy Resident

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1. Know Your Residents

- Leaders
- Followers
- Statesmen
- "Sticky Wickets" - questions everything
- Downers
- Boy Scouts

2. Communicate Well (nothing grows in the dark)

- Involve residents in big decisions when possible
 - "Choices, lovingly offered"
- Provide context (Explain ACGME, Institutional Requirements)
- Avoid asking open-ended questions of the group unless you want unvarnished opinions & are prepared to say "no"

3. Define the rules of the game

- Incentivize good **behaviors**
- Provide good role models and mentorship
- Positive vs. Negative Reinforcement

4. Discipline Fairly

- Take your time
- Listen first
- Follow your own rule book

5. Motivating the Team

- Use punishment as a last resort
- Appeal to their better nature
- Draw correlates to life after residency whenever possible

Selected Bibliography and Suggestions for Further Reading:

Grenny, J. *Influencer*. New York: McGraw Hill. 2013.

Pink, D. *Drive*. New York: Riverhead Books. 2009.

Thaler, R. *Nudge*. New York: Penguin Group. 2009.