

Building Your Million Dollar Practice Team

The Leader's Playbook for HR Success

Reflective Workbook for Group Practice Owners

Welcome, Group Practice Leader!

You didn't open a mental health group practice to become an HR expert, but here you are, navigating employee handbooks, job descriptions, team conflict, and legal questions in between sessions and payroll runs.

If any of these sentiments sound familiar, you're not alone:

- *"I'm a clinician, not a manager. I never trained for this."*
- *"I just want everyone to get along and do their jobs—why is it so hard?"*
- *"Every time I give feedback, I worry I'm doing it wrong—or hurting someone."*
- *"People keep asking for more—more pay, more time off—and I'm trying to stay afloat."*
- *"I'm not sure I'm doing this right... but I know I want to take care of my team and grow something meaningful."*

This workbook has been thoughtfully designed just for you. You care deeply about your work, your team, and your clients. You want your practice to grow in a way that's sustainable, ethical, and aligned with your values. **And the truth is, you can absolutely lead your team with confidence, clarity, and calm.** You just need the right roadmap.

The 7 Pillars of HR Success

At HRAnswers.org, we've helped hundreds of small but growing organizations like yours build the HR systems that support healthy culture, strong leadership, and long-term success. Through our HR Quick Start Project, explored regularly in the NavigateHR Group, we've identified 7 foundational pillars that every practice leader should understand:

1. Compliance & Handbook Foundations
2. Job Descriptions
3. Compensation & Perks
4. Recruitment & Selection
5. Onboarding & Orientation
6. Performance Evaluation
7. Employee Discipline & Separation

Each section in this workbook offers questions and reflection prompts to help you assess where you're strong—and where a little structure could ease stress and boost clarity. There's no pressure to “get it all done” overnight. The goal is progress, not perfection.

What to Do With This Workbook

- Use it during or after our session to capture key ideas and next steps.
- Share your reflections with your leadership team, HR consultant, or practice manager.
 - Use it as a checkpoint each quarter to stay focused on your goals.

Final Thoughts

Your people *are* your practice. When you invest in your team—through clear expectations, consistent support, and thoughtful leadership—you're not just solving HR problems. You're building the kind of practice you dreamed of: sustainable, supportive, and full of purpose.

Let's build it. One solid pillar at a time.

Niki Ramirez, Founder & Principal Consultant

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1. Compliance & Handbook Foundations

- Do we have an up-to-date employee handbook that reflects our values and legal requirements?
- What policy-related questions or concerns have come up recently? Who should address them short-term? Long-term?
 - Do our policies support clear communication and consistency across our team?

Next Steps

Reflecting on this pillar, what is the one thing that you'll focus on or do next? Jot down a few notes or set a goal:



2. Job Descriptions

- Do we have written job descriptions for every role in the practice?
- How often are these updated, and how are they used (e.g., recruiting, performance management)?
 - Are responsibilities clear and aligned with actual work being done?
 - When are they strategically shared with job candidates and employees?

Next Steps

Reflecting on this pillar, what is the one thing that you'll focus on next? Jot down a few notes or set a goal:

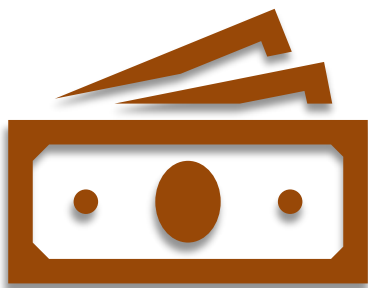


3. Compensation & Perks

- When was the last time we reviewed our pay structure and benefits?
- What creative or meaningful perks do we offer that reflect our practice culture?
 - Are we clear on exempt vs. non-exempt status for each role?

Next Steps

Reflecting on this pillar, what is the one thing that you'll focus on next? Jot down a few notes or set a goal:



4. Recruitment & Selection

- Do we have a consistent hiring process with structured interview questions?
 - How do we define and identify our 'ideal' candidate?
- What steps are we taking to ensure a fair and effective selection process?
- How are we taking candidates' unique talents and instincts into consideration?

Next Steps

Reflecting on this pillar, what is the one thing that you'll focus on next? Jot down a few notes or set a goal:



5. Onboarding & Orientation

- What do we do to help new hires feel welcome and connected?
- Is there a clear, documented onboarding process that sets new team members up for success?
 - How do we support employees in their first 90 days?
- How do we measure success in the first 90 days; 180-days; year?

Next Steps

Reflecting on this pillar, what is the one thing that you'll focus on next? Jot down a few notes or set a goal:



6. Performance Evaluation

- Do we regularly provide structured feedback to employees?
- Are we using evaluations as a tool for growth, not just grading?
 - Do our evaluations align with our mission and values?

Next Steps

Reflecting on this pillar, what is the one thing that you'll focus on next? Jot down a few notes or set a goal:

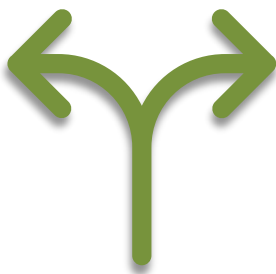


7. Employee Discipline & Separation

- Do we have a documented process for handling both voluntary and involuntary separations?
 - Are we documenting performance concerns and conversations consistently?
- How do we protect our practice legally while maintaining compassion and respect?
 - Have all leaders received comprehensive and adequate training?

Next Steps

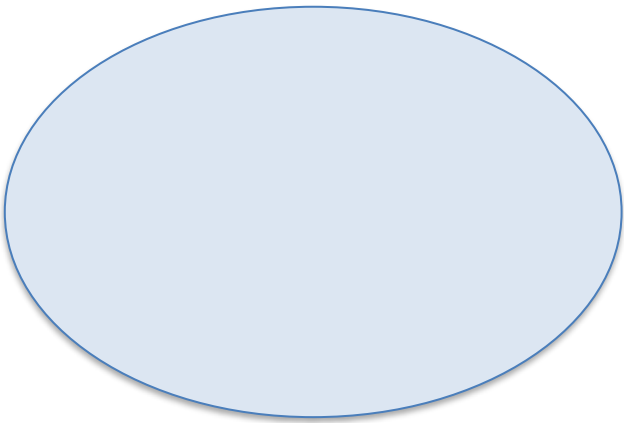
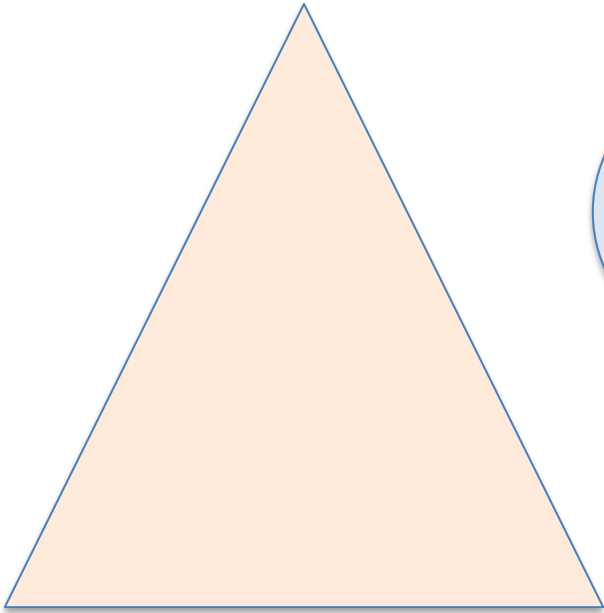
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Space of Infinite Possibility

Additional Notes, Plans & Ideas

Action	Resources	Details



Get the HR support that you deserve in your Practice.

Reduce Stress. Save Time. The [HRAnswers.org team](http://HRAnswers.org) provides easy access to an expert, certified human resources consultant via phone, virtually on-line or on-site. We advise clients daily on a wide variety of HR issues.

Why We Do What We Do. We realize our clients don't have endless hours to dedicate to the development and management of a human resources program. You have a business to run. We take on the burden of research, development, program implementation and maintenance. We keep you and your team up to date with relevant HR trends and regulatory changes so that you can build a workplace that your employees love.

What Our Clients Love About Working with Us. Our clients know that maintaining compliance with local, state and federal labor and employment regulations is essential to the long-term success of their business. We help you

maintain compliance and increase success by focusing on the following:

- Increasing Employee Productivity (get more done)
- Providing Clear Expectations for Team Members (increase profits)
- Increase Employee Retention (save money)

Service Options.

We are committed to being responsive and flexible to meet clients' needs.

- On-demand HR Consultation & Special Projects
- Custom Employee Training & Leadership Development
- On-going, full-service HR consultation and support for larger practices



HRAnswers.org

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& COACHING
FOR PRACTICE LEADERS
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