Team
Activity

Team Activity

Series 1
The Fundamentals

Session 7
Mastering the Triangle of Trust

Listen Online
dst.media/focus7

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1. Make a copy of this worksheet for each team member to use.

2. Complete the Team Activity.

3. Fax or email one "Master Worksheet" containing your team's collective efforts.

Send Us Your Master Worksheet

Fax
615-807-3301

Email
Champions@DentalSuccessToday.net

Team Activity

Step 1
Role-Playing Triangle #1 (Front to Back)
Person Presenting Money to Clinical Team Member

As a team, role-play the first of your three Triangles of Trust (Front to Back).

Role-play each of the following three cases together, and be sure that each team member who's part of this Triangle gets at least one turn during the role-playing portion.

Case 1
New Patients

Which team members make up this Triangle?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Moving forward, what commitments are team members willing to make in an effort to improve?

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Case 2
Hygiene Exits

Which team members make up this Triangle?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Moving forward, what commitments are team members willing to make in an effort to improve?

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Case 3

Expanded Cases

Which team members make up this Triangle?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Team Activity

Moving forward, what commitments are team members willing to make in an effort to improve?

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Team Activity

Step 2
Role-Playing Triangle #2 (Treatment Room)
Clinical Person to Doctor

Role-play the second of your three Triangles of Trust (Treatment Room).

Role-play each of the following three cases together, and be sure that each team member who's part of this Triangle gets at least one turn during the role-playing portion.

Case 1
New Patients

Which team members make up this Triangle?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Moving forward, what commitments are team members willing to make in an effort to improve?

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Case 2

Hygiene Exits

Which team members make up this Triangle?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Moving forward, what commitments are team members willing to make in an effort to improve?

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Case 3
Expanded Cases

Which team members make up this Triangle?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Team Activity

Moving forward, what commitments are team members willing to make in an effort to improve?

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Team Activity

Step 3
Role-Playing Triangle #3 (Back to Front)
Doctor or Clinical Person to Treatment Coordinator

Role-play the third of your three Triangles of Trust (Back to Front).

Role-play each of the following three cases together, and be sure that each team member who's part of this Triangle gets at least one turn during the role-playing portion.

Case 1
New Patients

Which team members make up this Triangle?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Team Activity

Moving forward, what commitments are team members willing to make in an effort to improve?

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Case 2
Hygiene Exits

Which team members make up this Triangle?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Team Activity

Moving forward, what commitments are team members willing to make in an effort to improve?

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Case 3
Expanded Cases

Which team members make up this Triangle?

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Did role-playing and discussion result in any breakthroughs? If so, what?

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Team Activity

Moving forward, what commitments are team members willing to make in an effort to improve?

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What questions do you have for the DST Team? How can we help?

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