



Team Activity

Team Activity

Series 1 The Fundamentals

Session 9 Overcoming the Most Challenging Objectives to Keep Patients in Motion

Listen Online
dst.media/focus9

-
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 How You've Been Responding to Your Patients' Objections

Before moving into the portion of this training that discusses strategies on how to best respond to your patients' top 10 objections, write how you're currently responding to each of them. This way, you'll have a "before and after" of your growth as guides for your patients on their pathway health.

How are you currently responding to these top 10 patient objections?

Objection #1

Do you take my insurance? Why don't you take my insurance?

Write how you're currently answering this objection.

Objection #2

Will insurance cover it? Why doesn't insurance cover it?

Write how you're currently answering this objection.

Team Activity

Objection #3

How much is it? Why is it so much?

Write how you're currently answering this objection.

Objection #4

Can I wait? I think I will wait.

Write how you're currently answering this objection.

Objection #5

I need to talk with my spouse. I'm not really sure what my spouse will say.

Write how you're currently answering this objection.

Team Activity

Objection #6

I'm going to think about it. Can I call you when I get home?

Write how you're currently answering this objection.

Objection #7

Why am I just now hearing about this, wasn't this a problem before?

Write how you're currently answering this objection.

Objection #8

It doesn't look that bad to me. I don't really care how it looks.

Write how you're currently answering this objection.

Team Activity

Objection #9

Is there a cheaper way to fix it? What other options are there?

Write how you're currently answering this objection.

Objection #10

I can't afford it. It's too expensive.

Write how you're currently answering this objection.

Team Activity

Step 2 How You Will Be Responding to Your Patients' Objections

After you've listened to the portion of this training that discusses strategies on how to best respond to your patients' top 10 objections, write how you'll now be responding to each of them. When you're finished with this step, compare your "before and after" growth between your answers in Step 1 and your answers in Step 2.

How will you be responding to these top 10 patient objections going forward?

Objection #1

Do you take my insurance? Why don't you take my insurance?

Write how you will be responding to this objection going forward.

Objection #2

Will insurance cover it? Why doesn't insurance cover it?

Write how you will be responding to this objection going forward.

Team Activity

Objection #3

How much is it? Why is it so much?

Write how you will be responding to this objection going forward.

Objection #4

Can I wait? I think I will wait.

Write how you will be responding to this objection going forward.

Objection #5

I need to talk with my spouse. I'm not really sure what my spouse will say.

Write how you will be responding to this objection going forward.

Team Activity

Objection #6

I'm going to think about it. Can I call you when I get home?

Write how you will be responding to this objection going forward.

Objection #7

Why am I just now hearing about this, wasn't this a problem before?

Write how you will be responding to this objection going forward.

Objection #8

It doesn't look that bad to me. I don't really care how it looks.

Write how you will be responding to this objection going forward.

Team Activity

Objection #9

Is there a cheaper way to fix it? What other options are there?

Write how you will be responding to this objection going forward.

Objection #10

I can't afford it. It's too expensive.

Write how you will be responding to this objection going forward.

Team Activity

Step 3 Breakthroughs, Commitments and Questions

Now that you've fine-tuned how you're responding to patient objections, recap your progress and share the commitments you'll be making to implement this into your practice.

What big results or breakthroughs did you have from this exercise?

Going forward, what commitments are team members willing to make in efforts to improve?
