



# Team Activity

# Team Activity

## Series 2 Advanced Training

### Session 5 Clinical Experience (Part 3)

**Listen Online**  
[dst.media/focus17](http://dst.media/focus17)

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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.
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## Send Us Your Master Worksheet

**Fax**  
**615-807-3301**

**Email**  
**[Champions@DentalSuccessToday.net](mailto:Champions@DentalSuccessToday.net)**

# Team Activity

## Step 1 Role-Play

Form groups of two and role-play your third Triangle of Trust for all eight scenarios outlined for you. Take notes along the way about ideas, language and flow that works well for each.

Every scenario must be moved back through to the treatment coordinator or exited up front, with full disclosure and summary in front of the patient so that they're held accountable.

### Role-Play the Eight Scenarios

#### 1. Treatment out of hygiene.

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#### 2. Treatment out of operative.

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#### 3. Treatment out of new patient experience.

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# Team Activity

4. Treatment out of emergency.

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5. Patient who will return for comprehensive exam.

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6. Patient moving to speciality stream.

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7. Patient moving to records or treatment conference.

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8. Patient who doesn't give a clinical yes.

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# Team Activity

## Step 2 Discuss and Decide

Finish this activity by coming back together as a team to share what you noticed and learned while role-playing.

Discuss your small group experiences, and together, write down any decisions and commitments you'll be making as a team going forward with these eight scenarios.

### Team Commitments for the Eight Scenarios

1. Treatment out of hygiene.

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2. Treatment out of operative.

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3. Treatment out of new patient experience.

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# Team Activity

4. Treatment out of emergency.

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5. Patient who will return for comprehensive exam.

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6. Patient moving to speciality stream.

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7. Patient moving to records or treatment conference.

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8. Patient who doesn't give a clinical yes.

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