



# Team Activity

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## Series 2 Advanced Training

### Session 8 Practicing the Total Role-Play Experience

**Listen Online**  
[dst.media/focus20](http://dst.media/focus20)

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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 and Cross-Train

As a team, jump into role-playing right away by assigning one team member as the patient.

Have the patient go through the entire patient experience – start to finish – by going from person to person around the room that they'd be interacting with on their pathway to health.

Once everyone has had a turn to play their role as a team member in your exercise of going through the entire patient experience, it's time to switch things up and cross-train.

Have a new team member play the role of the patient and repeat the same exercise you just did. Only this time, have every team member play a role in the process that isn't their own in the practice.

# Team Activity

## Step 2 Open Discussion

Now that you've completed these rounds of role-playing, it's time to have an open discussion about what you noticed and learned.

As a team, answer these questions:

What was naturally the easiest for everyone?

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Which parts of your patient experience hold the greatest opportunities for improvement?

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