



Team Activity

Team Activity

Series 3 Team Mastery

Session 12 Getting Out of Your Own Way en Route to Success by Working Smarter, Not Harder, and Closing Gaps to Achieve Peak Performance

Listen Online
dst.media/focus36

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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

Team Activity

Step 1 What Do I Think Gets in Our Way?

After listening to the Practice Focus, dive into this assessment individually.

Go through the following prompts and mark which ones you feel apply to your team.

Before you get started:

- Everyone on the team is to complete this individually and privately.
- You'll come back later to compare and compile your individual responses.

Losing Schedule Control

We stop being proactive.

We stop being as regimented.

We stop being as restricted.

We let patients take over the way we schedule appointments.

We let treatment be broken down.

We make exceptions that harm us.

Losing Schedule Control

Too many people are put on the schedule.

We race from room to room.

We lose control of the pace of our patient experience.

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_____ We don't dedicate enough time to patient conversation.

_____ We don't ask patients enough questions.

_____ We don't invest in building a better case.

_____ We don't invest in building a bigger vision.

_____ We don't invest in getting a stronger clinical yes.

Patient Experience

_____ We get in the habit of answering questions, not asking questions.

_____ We get in the habit of of just talking, not guiding conversations.

_____ We let insurance take over our conversations.

_____ We fall short in specific phases of the experience, including:
hygiene, operative, treatment presentation, front desk, phone,
insurance and doctor diagnosis.

Beliefs

_____ We don't have unity in our beliefs about our practice's success.

_____ We don't have unity in our beliefs about dollars per day.

_____ We don't have unity in our beliefs about our patients' success.

_____ Our own beliefs lead us to being uncomfortable about money.

_____ Our own beliefs once led us to a new goal, however, since they haven't
been refreshed, those same goals hold us at a plateau.

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Communication

Communication feels lackluster.

We don't hold consistent meetings.

The quality and meaning of our meetings is poor or fluctuates.

We lack elements of formal communication.

We lack elements of informal communication throughout the day.

Focus

We have temporary losses of focus within one or more of these roles: treatment coordinator, reception, assistants or doctor.

We have drops in diagnosis.

We don't look for diagnostic breakthroughs.

When we have a week, month or quarter where we don't hit what we think is our peak potential, we don't look to discover why we fell short.

If any specific thoughts arose during this assessment that you'd like to note, write them here.

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Step 2 Collect Your Responses

After everyone has finished the individual assessment, gather as a team.

Together, tally your responses to the prompts from Step 1.

Before diving into Step 2:

1. Grab the Master Worksheet of your Team Activity
2. Nominate one person to be responsible for reading.
3. Nominate one person to be responsible for recording responses.

Let's begin!

Nominated Reader

Go back to Step 1 and read the first item under the “Losing Schedule Control” category out loud to the team.

Team

Everyone who checked off that item as something you think is getting in the way of your team's success, raise your hand.

Nominated Recorder

Count the number of hands raised and write that number next to the corresponding prompt on your Team Activity Master Worksheet.

Repeat this process all the way down the list to compile your team's responses.

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Step 3 Create Your Inspiration List

It's time to divide your responses into priorities.

Write the four prompts which garnered the most raised-hands from your team in order of most hands-raised to least.

Tier 1 Priorities

Priority 1 _____

Priority 2 _____

Priority 3 _____

Priority 4 _____

Now do the same for the next four items which had the most hands-raised.

Tier 2 Priorities

Priority 1 _____

Priority 2 _____

Priority 3 _____

Priority 4 _____

These eight priorities held within Tiers 1 and 2 is your Inspiration List.

Now, here's where the magic happens...

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Use your Inspiration List as a starting point for creating your own Top Four Priorities you'd like to work on as a team.

They can be extremely similar to what's on your Inspiration List or wildly different.

The point of making the Inspiration List was to get your creative energy flowing and inspire you all to explore, discuss and define what you want your team-wide priorities to be.

The key here is you're using your OWN language, your OWN ideas, and crafting your OWN solutions. The more personalized this is, the more likely helpful changes will take hold.

Talk as a team and come to a consensus as to which personalized Top Four Priorities you'd like to put attention on over the next month.

Write each priority, rate its urgency, assign a week of the month (1-4) that you're going to dedicate to focusing on that priority and write what actions are required to translate your attention on it into real change.

Priority 1

Our priority is to: _____

On a scale of 1-10, what's the urgency in addressing this priority? _____

We're dedicating this week of the month to focus on our priority: _____

Here are the actions required to drive real change during that week:

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Priority 2

Our priority is to: _____

On a scale of 1-10, what's the urgency in addressing this priority? _____

We're dedicating this week of the month to focus on our priority: _____

Here are the actions required to drive real change during that week:

Priority 3

Our priority is to: _____

On a scale of 1-10, what's the urgency in addressing this priority? _____

We're dedicating this week of the month to focus on our priority: _____

Here are the actions required to drive real change during that week:

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Priority 4

Our priority is to: _____

On a scale of 1-10, what's the urgency in addressing this priority? _____

We're dedicating this week of the month to focus on our priority: _____

Here are the actions required to drive real change during that week:

If you have any additional actions or notes you wish to take, write them here:
