



Team Activity

Team Activity

Series 3 Team Mastery

Session 4 Building Value (Part 2)

Listen Online
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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 The Six Pillars of Value-Building

1. The clinical creation of value.
2. The two powerful decisions every patient must make.

Decision 1

The decision about their health: do they want you to solve their problems or not?

Here are the two questions to ask and get this decision made:

- *“Is doing nothing an option for you?”*
- *“What is it you’d like to see happen here? Tell me what you want me to do about it.”*

Decision 2

The patient must decide you’re the practice for them.

3. Problems and possibilities.
4. More relationship and connection before treatment is presented.
5. Enhance your experience with proof, credibility and patient service.
6. Truth, transparency and setting expectations excellently.

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Step 2 Where Are You Sabotaging Patient Outcomes?

Make an honest assessment of any place where you feel you may be sabotaging your patient outcomes, unnecessarily inserting money, devaluing your experience, devaluing your dentistry and even devaluing your doctor.

On the next page, write where the imperfections in your experience are.

*Everyone, including the doctor, must be on the same page in supporting positive outcomes. Any one spot, word, person, gap or mistake that happens can totally undermine the patient's success, and yours.

**Remember to think about this in context of the Six Pillars of Value-Building:

1. The clinical creation of value.
2. The two powerful decisions every patient must make
 - a. *Does the patient want the problems solved?*
 - b. *Are you the patient's practice of choice?*
3. Problems and possibilities.
4. More relationship and connection before treatment is presented.
5. Enhance your experience with proof, credibility and patient service.
6. Truth, transparency and setting expectations excellently.

Where is self-sabotage creeping into your experience?

(Hold off for now on crafting corresponding solutions... you'll be doing that in the next step.)

[illegible]

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Step 3

What Are Your Commitments to Value-Building?

Using the list you just created as your guide, what can you change, improve, enhance, add, remove or say differently to eliminate these problems?

Write your specific decisions regarding what you can do as a team to tighten up these gaps in your patient experience.

[illegible]

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Step 4 Self-Reflection

It's time to shift momentarily from team dentistry and into your own minds and hearts.

Everyone answer this question individually:

If you were your own coach, what advice would you give yourself right now in your life?

Though this is an individual activity, you're absolutely encouraged to share your answers with your teammates so they can help you get to where you want to go and be who you want to be! The best teams are the teams that support every individual to be their best.

In regards to anything from health, wealth, communication, relationships, skills, or life in general... as your own personal coach... what advice would you like to give yourself right now?

Life's about far more than dentistry for your patients, and more importantly, it is for you, too.
