



Team Activity

Team Activity

Series 3 Team Mastery

Session 7 The Art and Action of Asking Questions

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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 Choose Your Scenes

As a team, choose three “new patient scenarios” and three “existing patient scenarios” for role-playing.

First, you’ll be rehearsing your specific part in the overall scene. Then, you’ll come together as a team and play out each scene from start to finish.

Here’s what to consider when crafting your scenes:

1. What you’re most commonly doing in your practice.

What are patients always calling in about? What’s filling up your schedule more than anything else? Perfect your “bread and butter.”

2. Where your conversion rates are the lowest.

If there’s a category of case you close far less frequently than others, direct your attention there to boost those numbers. Wherever you have the most room for improvement it’ll be the easiest to measure whether your new questions and strategies are effective.

3. Where you’re leaving the most money on the table.

Obviously, this one’s the most important. Are there commonalities in your unaccepted treatments? Are you consistently under-selling some treatments? Are insurance or billing conversations and processes holding things up? Wherever your largest financial upside is, so your attention should be also.

Write your six role-playing scenarios on the following page.

Team Activity

New Patient

Scene 1

New Patient

Scene 2

New Patient

Scene 3

Existing Patient

Scene 1

Existing Patient

Scene 2

Existing Patient

Scene 3

Team Activity

Step 2

Role-Play Your Position In Each New Patient Scene

1. Get into groups of two

Find another team member who's in your same role, or near it enough to understand it, and role-play through each New Patient Scene together.

2. One person play the patient, the other play their role in the practice

Feel free to have some fun as the patient, but don't merely object to everything or easily agree to everything. Really put yourself in your patients' shoes and try to imagine what they'd be feeling during this interaction.

3. Once you've played out your role in New Patient Scene 1, switch roles

Whoever played the team member, now play the patient, and whoever played the patient, now play the team member.

4. Repeat for New Patient Scenes 2 and 3

Use the same rhythm in switching between team member and patient roles.

Once everyone's done, move on to Step 3 together and role-play as a team.

Tip

Your questions don't have to be earth-shattering; simple ones can make the biggest impact.

Example Questions:

- How does this make you feel?
- What do you see in this photograph?
- What would you like to see happen?

Remember

This activity is all about building your arsenal of questions and gaining new perspective and understanding in crafting your seamless patient experience.

Team Activity

Step 3

Role-Play Each New Patient Scene As a Team and Compile Your List of “Best Questions”

1. As a team, role-play the entire New Patient Scene from start to finish

Begin with a group of two role-playing the initial phone call: one person playing the patient, the other playing the team member.

Once the first group of two finish their role-playing, pass the scene to another group of two that are positioned at the next point in this New Patient Scene.

Carry this all the way through to completion.

Note

If your team has many members within a single position, you may not get a chance to role-play in the first scene. If you didn't get a chance to role-play in Scene 1, be sure to do so in Scene 2!

2. Compile your list of “Best Questions”

As the scene's being played out, or after it's been completed, compile a list of the best questions that opened the patient up and effectively propelled them in the direction you wanted to go.

3. Write those questions on the following pages

Be sure to include the team role which asked the questions so that in the future you'll know when the opportune time is in the process to ask it.

4. Repeat for New Patient Scenes 2 and 3

When you're done with New Patient Scene 3, move on to Step 4 together and role-play in groups of two.

Write your list of “best questions” on the following pages...

Team Activity

Step 4 Role-Play Your Position in Existing Patient Scenes

Steps 4 and 5 of your Team Activity are identical to Steps 2 and 3.

Now with Existing Patient Scenes, repeat exactly what you did for New Patient Scenes.

1. Get into groups of two

Find another team member who's in your same role, or near it enough to understand it, and role-play through each Existing Patient Scene together.

2. One person play the patient, the other play their role in the practice

Feel free to have some fun as the patient, but don't merely object to everything or easily agree to everything. Really put yourself in your patients' shoes and try to imagine what they'd be feeling during this interaction.

3. Once you've played out your role in Existing Patient Scene 1, switch roles

Whoever played the team member, now play the patient, and whoever played the patient, now play the team member.

4. Repeat for Existing Patient Scenes 2 and 3

Use the same rhythm in switching between team member and patient roles.

Once everyone's done, move on to Step 5 together and role-play as a team.

Tip

Your questions don't have to be earth-shattering; simple ones can make the biggest impact.

Example Questions:

- How does this make you feel?
- What do you see in this photograph?
- What would you like to see happen?

Team Activity

Step 5 Role-Play Each Existing Patient Scene As a Team and Compile Your List of “Best Questions”

1. As a team, role-play the entire Existing Patient Scene from start to finish

Begin with a group of two role-playing the initial phone call: one person playing the patient, the other playing the team member.

Once the first group of two finish their role-playing, pass the scene to another group of two that are positioned at the next point in this Existing Patient Scene.

Carry this all the way through to completion.

Note

If your team has many members within a single position, you may not get a chance to role-play in the first scene. If you didn't get a chance to role-play in Scene 1, be sure to do so in Scene 2!

2. Compile your list of “Best Questions”

As the scene's being played out, or after it's been completed, compile a list of the best questions that opened the patient up and effectively propelled them in the direction you wanted to go.

3. Write those questions on the following pages

Be sure to include the team role which asked the questions so that in the future you'll know when the opportune time is in the process to ask it.

4. Repeat for Existing Patient Scenes 2 and 3

When you're done with Existing Patient Scene 3, send your Master Worksheet to us at DST! We'd love to see your list of best questions!

Write your list of “best questions” on the following pages...

