



Team Activity

Team Activity

Series 4 Elite Practice Evolution

Session 10 Facilitating Patient Conflict Resolution

Listen Online
dst.media/focus46

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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

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615-807-3301

Email
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Team Activity

Step 1 Review Last Month's Focus

Review the questions you covered in last month's Practice Focus. Having a grasp on them will set you up for success when role-playing in Step 3 of this Team Activity.

If it's handy, grab last month's Master Worksheet for review. If not, read the questions below.

The "One Big Question"

What are all the ways that your patients get in their own way, and in your way, when it comes to doing what's in their very best interest?

En route to that answer, you responded to this series of smaller questions:

- What preconceived ideas do your patients have?
- How have previous experiences – in your office or elsewhere – affected them?
- What common misconceptions are in their way of clear and smart decisions?
- How does short-term versus long-term focus change how they view and value what you do?
- What might distract from the underlying reasons why they're in your office and create a lack of focus on achieving optimal health and a state of ideal?
- How does their withholding money from their health impact what you're trying to accomplish with them and decrease your value?
- How does their deserve-level (their willingness to grant themselves permission to invest in themselves and be healthy) influence what you can accomplish with and for them?
- What are the ways in which their delaying and denying not only hurts themselves, but hurts you too?

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Step 2 Context and Mindset for Resolving Conflict

The most effective conflict resolution strategies are peer-facilitated methods.

You're the facilitators when it comes to resolving conflicts your patients face on their journeys to optimal health and achieving a state of ideal.

Applying conflict resolution methodology within dentistry is unique because your patients aren't facing external conflicts with another individual. Rather, your patients are facing internal conflicts when it comes to decision-making.

The mindset that can change your practice for the better forever:

From this moment on, consider yourselves the designated health advocates and conflict resolution facilitators for each and every one of your patients.

Your sole responsibility is to help guide them to a resolution of the conflict they face within; that is, between the part of them that resists health / treatment / action, and the part of them that embraces it.

Using empathy, deep listening, question-asking, and logically and emotionally-connected solutions as your tools, every team member shares the role of helping lead each patient into understanding and agreement between these two parts of their same Self.

Union of the Self = Complete Health

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Step 3 Role-Playing

It's time to put this new mindset into practice and prepare for engaging with your patients as their health advocates and conflict resolution facilitators.

Keys to your success are to:

- Lead, not command
- Facilitate, not dictate
- Resolve, not defend

These are the tools at your disposal:

- Empathy
- Deep listening
- Asking questions
- Solutions connected to logic and emotions

Here are specific examples of how those tools can be expressed:

- "I'm sorry you're in pain..."
- "It was smart to reach out to us because..."
- "I'm curious how you would feel if..."
- "I wonder what you would think about..."

Now, buddy up with one other team member and role-play a patient interaction together.

Tip

In addition to the tools listed above, you can use the questions you reviewed in Step 1 as a guide for both presenting obstacles (patient) and leading the way to healthy decisions, conflict resolution and union of Self (team member).

Ok, let's dive in!

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Once you're paired up:

1. **Decide who will role-play as the patient and who will role-play as the team member. You'll be switching roles, so it doesn't matter who does what first.**
2. **Person who's playing the team member: tell your partner what some of the biggest objections are that you receive from patients on a daily basis. Again, you can refer to the list of questions in Step 1 for inspiration.**
3. **Play out an interaction based on those objections and obstacles for about five minutes.**
4. **As soon as your interaction is complete, person who's playing the patient: share specific feedback with your partner on your experience:**
 - Was the team member empathetic and did they restate your concerns?
 - Did they use a caring tone and make eye contact?
 - Did they listen well and cultivate a connection?
 - Were you asked questions that guided you to resolving inner conflicts?
 - Were you presented solutions connected to both logic and emotions?
5. **Person who's playing the team member: document your takeaways below.**

6. **Switch roles and repeat.**

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Now, to bring this all together, come back as a full team and run through one entire patient experience, start to finish.

To make this work logistically, have one person designated to play the patient and one the team member(s) during each step of your patient experience.

Before each new compartment of your experience begins, whether it be a one-on-one interaction or a Triangle of Trust, have the team member(s) share what the biggest objections and obstacles are that they face at that step. Then, demonstrate via role-playing how to navigate those objections and obstacles as health advocates and conflict resolution facilitators.

As you're bringing together both your one-on-one interactions and your Triangles of Trust, think of it almost like a big game of "Telephone" as you're passing your patient from team member to team member and taking a patient through a complete experience.

If time doesn't allow for this exercise right now, practicing this complete run-through at any point is a terrific refresher course.

If you do choose to save this portion of the Team Activity, be sure to schedule in advance when you'll come back and review these concepts; preferably later this week or month.

Tip

Be sure to reserve some additional time for people to share how things have been going in the practice since role-playing. Create space for sharing stories, asking questions, celebrating your successes, and of course, document any and all of your team's takeaways!
