



# Team Activity

# Team Activity

## Series 4 Elite Practice Evolution

### Session 4 Advanced Patient Engagement

**Listen Online**  
[dst.media/focus40](http://dst.media/focus40)

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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 Patient Experience

Begin this Team Activity by focusing on refining your patient experience.

Individually, jot down your thoughts when considering each of the following questions.

### Note

When you're finished, you'll come back together to collaboratively craft responses as a team.

**In what ways has your patient experience changed and improved over the years?**

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**In what ways has your patient experience changed and improved most recently?**

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**Where do you feel you have inconsistencies and opportunities to improve your patient experience?**

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# Team Activity

## Step 2 Case Building

Now it's time to take a similar approach to refining your case building prowess.

Just like you did in Step 1, individually jot down your thoughts when considering each of the following questions.

### Note

When you're finished, you'll come back together to collaboratively craft responses as a team.

**In what ways has your diagnostic and case building strategy, protocol, process and experience changed and improved over the years?**

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**In what ways has your diagnostic and case building strategy, protocol, process and experience changed and improved most recently?**

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# Team Activity

Where do you feel you might be shortcutting your process, diagnosing, case building or presentation?

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What are your opportunities to improve your comprehensive treatment planning, comprehensive patient discussions, and comprehensive case presentation?

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Come back together as a team. One team member please offer to be a facilitator and one a writer. Discuss and develop your collective answers to the questions.

## Facilitator

Guide discussion and allow everyone a chance to share their responses.

## Writer

Pen your team's response to each of the questions from this step on your Master Worksheet.

# Team Activity

## Step 3 Triangles of Trust

Now it's time to apply the same approach to refining your Triangles of Trust.

Just like you did in Steps 1 and 2, individually jot down your thoughts when considering the following question.

### Note

When you're finished, you'll come back together to collaboratively craft a response as a team.

**What could you do to make your Triangles of Trust more substantial and more helpful for the next team member who picks up where you left off?**

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Come back together as a team. One team member please offer to be a facilitator and one a writer. Discuss and develop your collective answer to the question.

### Facilitator

Guide discussion and allow everyone a chance to share their responses.

### Writer

Pen your team's response to the question from this step on your Master Worksheet.

# Team Activity

## Step 4 Patient Communication

Finish this activity by applying the same approach to refining your patient communication.

Just like you did in Steps 1, 2 and 3, individually jot down your thoughts when considering each of the following questions.

### Note

When you're finished, you'll come back together to collaboratively craft responses as a team.

**Personally, what have you learned about communication and influencing your patients to value their own health?**

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**Personally, what would you like to focus on and improve at when it comes to communicating (ie: acting and speaking) in a way that values health?**

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# Team Activity

As a team, what would you like to focus on and improve at when it comes to communicating (ie: acting and speaking) in a way that values health?

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Team, it's time to help your doctor help you and help your patients:

How can your doctor improve their verbiage, influence and overall communication in patient interactions and build more value?

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Come back together as a team. One team member please offer to be a facilitator and one a writer. Discuss and develop your collective answers to the questions.

## Facilitator

Guide discussion and allow everyone a chance to share their responses.

## Writer

Pen your team's response to each of the questions from this step on your Master Worksheet.