



Team Activity

Team Activity

Series 4 **Elite Practice Evolution**

Session 6 **Advanced Team Member Development** **(Part 2)**

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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 Your Individual Core List

The flow of this Team Activity is as follows:

Individual Perspective —> Departmental Perspective —> Practice Perspective

We're assembling a puzzle together. This Team Activity is all about crafting the pieces of that puzzle in a way which compliments all the others, creating the picture of a collective practice you wish to show to your patients.

Now that we know the end from the beginning, let's dive in.

Individually, make your "core list."

Core List

Everything you do to help your team and patients "win."

Write your personal list of actions, tasks and responsibilities which comprise your core list.

Team Activity

Using that core list of actions, tasks and responsibilities as a guide, write your role within the practice and how it integrates into the patient experience and overall team dynamic.

This is your “elevator speech” of how you influence your patients’ journeys and your team’s flow.

Note

These influences can be physical and non-physical.

Example

Your influence includes tasks you check off the to-do list as well as energetic positioning you contribute to the patient experience. It’s all part of your role.

Write your role, your contributions to team dynamic and patient experience.

Close out this step by personally answering the following question:

What would it take to be at a “level 10” all the time?

Write any and all ideas that can help you consistently achieve that “level 10” performance.

Team Activity

Step 2 Your Department's Core List

Everyone gather into their “departments” or sub-teams within the practice.

Within your groups, give everyone a chance to share what they wrote in Step 1 regarding how they see their role.

Go around one-by-one and allow each person in your group to share their role in their own words, uninterrupted.

After everyone's had a chance to share, open up dialogue and discuss how you all see your individual pieces fitting together within your department.

Open that discussion now and feel free to highlight what stood out to you. These can be things you thought were insightfully stated or things lacking and left unstated.

Note

As you're reviewing, maneuvering and connecting the puzzle pieces together, write down anything that surfaces which can take your department to the next level.

On the following page, write what your department can do better and what will enhance patient outcomes and your ability to contribute to the practice as a whole.

Tip

If you're looking for easy, tangible ways to improve as a department, consider any gaps or holes in current systems that could be updated or modified.

Remember

When assembling your Master Worksheet to send to Dental Success Today, have each department contribute one copy of Step 2 from the Team Activity to form a complete view of the practice from the departmental level.

Let's get to it...

Team Activity

Department name:

Team members in that department:

Here's what will enhance our ability to contribute to our patients and team:

Now that you've shared your individual roles as you see them, discuss how those pieces fit together and write how you can improve together as a unit by developing a succinct "unified vision" as a department.

Note

Just like in Step 1, this vision can include physical and non-physical components that contribute to your team dynamic and patient experience.

Team Activity

Write your department's unified vision; your ideal version of team cohesion and patient success.

Just as we did in Step 1, we'll end Step 2 with a question:

What would it take to be at a "level 10" all the time?

Write ideas that can help your department consistently achieve that "level 10" performance.

Team Activity

Step 3 Share and Collaborate as a Team

Come together as a team (staying clustered within your departmental groups) to share your departments' unified visions and your individual roles with the rest of your teammates.

Starting with any department, choose one person to read the unified vision you wrote together in Step 2. Then, go to each person within that department and allow them the space to share their individual role within that vision.

Repeat this for every department and individual until everyone in the practice has spoken.

After everyone has shared, go around the room a second time.

This is a chance for anyone to share aha moments, revelations, new ideas, new questions or new perspectives they gained from hearing other departments and teammates state their visions and roles.

Open up that discussion now and allow everyone the space to vocalize what brought them insight, questions or clarity.

Document anything that's particularly helpful and clarifying for your team.

Team Activity

Bring your Team Activity to a close by creating a full-team action list.

Note

These are specific, actionable steps you can make to translate the words and visions of this activity into tangible change.

Quality items on an action list are:

- Assigned to specific people
- Measurable
- Achievable within a reasonable, agreed upon timeframe

When you create your action list, write down the team member(s) directly responsible, how you're going to measure whether the goal is reached and what a reasonable, agreed upon timeframe is for reaching that goal.

Tip

A great way to inspire new action list items is by asking the question, "What would it take for our team to be at a 'level 10' performance all the time?"
