



Team Activity

Team Activity

Series 6 The Championship Playbook

Session 1 Bettering Your Best (Part 1)

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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 Personal Role Reflection

Begin by conducting an assessment of how each team member is currently doing within their role in the practice.

Answer the following three questions individually before coming back as a team to share.

Note

Your end goal will be to come back together to develop a refined, unified front and create big collective breakthroughs through small individual efforts, ultimately adding more to your days without adding any more people or hours of work. Keep that vision in mind while responding.

Question 1

Right now, what do you feel you're personally doing better than you ever have before?

Consider

What are you most improved at over the last few months, or what have you changed or added that's made a tangible difference to your mindset and results?

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Question 2

In which of your responsibilities do you think you can personally raise the bar?

Consider

Where could you tighten up, close some gaps or be more intentional throughout your day?

Question 3

What one change/improvement do you think your team could make collectively that would have the greatest positive impact on each other and/or your patients?

Consider

What's the one change that you think would encourage the most patients to advance further along their pathway to health and achieve the state of ideal? What's the one improvement that you think would help your team break through its financial goals? What's the one shift that you think would boost communication and morale the most with your teammates?

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Step 3 Core Practice Fundamentals, Principles and Systems Reflection

Stay in this space of holding team discussion and have a “rapid-fire review” together.

Keep the same nominated writer from Step 2, and together as a group, rate your team on a scale from 1-10 in the following areas.

Note

10 is the highest rating of excellence and 1 is the lowest.

Value-Based Scheduling

Are your dollar amounts and run rates where you want them to be?

New Patient Experience

Are you screening effectively, running intakes properly, conducting interviews intentionally, educating thoroughly, diagnosing completely, leveraging photography maximally, executing Triangles of Trust consistently, presenting the pathway to health, securing the clinical yes, processing prepayment and getting as much dentistry done in as few visits as possible?

Daily Accountability

Are you consistently conducting morning huddles, end-of-day debriefs, and tracking your essential practice data including: results, reappointment, diagnosis, case acceptance, scheduling, collections, new patient conversion and retention?

Team Meetings

Are they consistent, productive, integrating team training material and focused on your top priorities?

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Patient Education

Are we taking photographs, leveraging all the resources available to us, consistently implementing an agreed upon diagnostic approach and using influential verbiage?

Follow-Up

Are we devoting enough attention to outstanding treatment plans, patients that re-appoint, reactivation and re-care?

Referrals

Do we have a specific strategy in place and are we making a conscious, proactive effort to generate quality referrals on an ongoing basis?

Triangles of Trust

Are we consistently integrating Triangles of Trust into our patient experience and are they being completed effectively with clinical team members, doctor, treatment coordinator and the front office team to secure case acceptance, collections and upcoming appointments?

Team Culture

Is your team's energy as positive, supportive and uplifting as you'd like it to be on a day-to-day basis?

It's time to organize, divide and conquer.

Use the insight you've gathered from this activity to create a list of your top priorities and commitments going forward.

Tip

Integrate accountability into your list by specifying who's doing what and attaching check-ins and deadlines to each task.

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Step 4 Practice What You Preach

If you're going to teach, preach, educate, sell and deliver health to your patients, you must live out your own philosophy.

"Don't explain your philosophy, embody it."

- Epictetus

Be your own influential advocate and decide to move along your personal pathway to health.

Conclude by having each team member create one health commitment for themselves and consolidate your lists from earlier in this activity by having each team member choose just one item to focus on first and accomplish between now and your next Practice Focus.

Note

Your personal health goal can be anything you like, so feel free to get creative with it!

Remember

As you round out this list of commitments to "better your best," be sure to prioritize the single action that will have the greatest impact on diagnosis, case acceptance and patient experience.
