



Team Activity

Team Activity

Series 6 The Championship Playbook

Session 10 Diving Deep Into Details (Part 2)

Listen Online
dst.media/focus70

-
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.
-

Send Us Your Master Worksheet

Fax
615-807-3301

Email
Champions@DentalSuccessToday.net

Team Activity

Obstacle 1

Mindset

Do you ever find yourself saying:

“I can’t.”

“This never works out for me.”

“I tried it before and it didn’t work.”

If so, how can you flip your language and mindset to be solution-focused?

Obstacle 2

Preparation

How can you better prepare to set your teammates and patients up for success?

Obstacle 3

Rushing

How can you integrate more pauses into your patient experience and/or reintegrate strategies that worked in the past but have fallen by the wayside?

Team Activity

Step 2 Complaints vs. Solutions

Every day, as our schedules unfold and our plans change, we're faced with a constant choice: do we walk up to the "complaint counter" or do we walk up to the "solution counter?"

As a team, read the following "complaint counter" mindsets and discuss how you can adopt "solution counter" mindsets for the benefit of your personal, patients', and practice's health.

Note

As different areas of the practice are highlighted, everyone, no matter their role, is encouraged to engage and contribute in conversation.

Complaint 1

Low-Quality Phone Conversations

Do you ever find yourself saying:

"Patients are insurance-focused."

"Patients only care about the cost, it's all they ever ask about."

"Solution Counter" Questions:

- How can we improve patient intake?
- How can we better guide our conversations with patients?
- What questions can we pose to lead patients toward healthy decision-making?
- How can we answer the "insurance question" and bring them back to where we want?

Here's how we can commit to being more solution-minded on the phone:

Team Activity

Complaint 2

Patients Are Causing Problems

Do you ever find yourself saying:

“Patients cancel too often.”

“The same patients keep causing problems over and over.”

“Solution Counter” Questions:

- How can we improve our scheduling/cancellation policy?
- How can we better clarify our expectations of our patients?
- How can we level up our responses when patients bring up money?
- How can we ensure we’re all on the same page with how to handle these situations?

Here’s how we can commit to being more solution-minded and proactively demonstrate how to be a great patient:

Team Activity

Complaint 5

Schedule Doesn't Look the Way We Want

Do you ever find yourself saying:

“The schedule is messed up.”

“This is a waste of my time.”

“There are too many appointments.”

“Why did the front desk team do this?”

“Solution Counter” Questions:

- Are our scheduling guidelines clear?
- What changes would help me and/or my teammates?
- How can I clearly voice those suggestions to whoever needs to know?
- How can we ensure we're all operating with the same understanding of how to schedule?

Here's how we can create more consistency, better flow and bigger value in our schedule:
