



Team Activity

Team Activity

Series 6 The Championship Playbook

Session 6 Setting Yourself up for Success Principles and Eliminating Self-Sabotage (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 Delay

As you begin, know that y'all are strong!

What are the strengths you possess?

- Being here is strong.
- Having these discussions is strong.
- Embracing honesty is strong.
- Recognizing your blocks is strong.
- Owning your self-sabotage is STRONG!

As a strong team, build on your understanding of self-sabotage by holding open discussion and forming responses to the prompts throughout this step.

You'll be magnifying three areas of focus today:

1. Delay
2. Limited Vision
3. Nurturing the Yes

Beginning with the first area of focus, what is delay?

Delay is allowing you and your patients to exist in the "Maybe Zone" state of mind.

What is the Maybe Zone?

The unconscious reaction patients have to procrastinate because they don't yet understand why moving forward quickly is in their best interest.

What does the Maybe Zone sound like?

- "Maybe I'll do it."
- "Maybe...let me think about it."
- "Maybe...I just have to talk to my spouse."

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Before looking at your practice and your patients, begin by looking in the mirror.

Answer these questions individually and then share your responses with the team.

Where in my life could I be more decisive?

Where in my life could I make fewer excuses?

Where in my life am I holding myself back by delaying?

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Once everyone's had a chance to share what they're comfortable sharing, take that personal momentum and translate it into practice and patient momentum to overcome delays.

Collectively, decide what the most common justifications of delay are from your patients.

Next, decide on specific, tailored responses for each delay you listed so that everyone on the team is equipped to spin those reasons for delay into reasons for decision.

As you do, here are some things to keep top-of-mind:

- “Maybe” is the default for everyone and is a reaction, not a response.
- If your patients don't have to make a decision about their health today, why would they?
- Either you're making excuses or making progress; don't let yourself use your patients' excuses as your own.

Your goal is to turn every “delay because...” into “deadline because...” by spinning each excuse toward its proper orientation: alignment with your definition of optimal health.

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Step 2 Limited Vision

Now that you've practiced turning delays into decisions, consider what decisions you're offering your patients.

Mastermind together in an open forum where everyone's encouraged to speak.

Are you always presenting the full vision of health to both new and existing patients?

Yes or no? _____

Take it further by posing these questions:

Where are you holding back with your patients when it comes to presenting possibilities?

What scares you about proudly presenting possibilities to all your patients?

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When presenting possibilities and comprehensive care, what's the worst that could happen?
What's the best that could happen, both for you and your patients?

What commitments can you make to presenting more possibilities with more patients?

Remember

You're not offending anyone by sharing what's possible, and by offering new possibilities, you're immediately increasing the likelihood of case acceptance: it's always a win-win!

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Step 3 Nurturing the Yes

Now that you've explored how to move from delays to decisions and how to offer quality, comprehensive decisions for your patients to make, dive into how you can nurture yeses.

Continue masterminding as a group and decide how you can better nurture patients through their process of achieving their personal yes.

There will always be some patients who aren't ready to go all-in the same day they're presented treatment. The question for you is: what will you do with them?

Consider where you're letting go of patients during their process or avoiding your responsibility of guiding them to a deep understanding of the value of dentistry.

Ask yourselves:

- Do you give in?
- Do you back off?
- Do you quit or get curious?
- Do you ask enough questions?
- Do you take a genuine and thorough interest in where your patients are at?
- Do you disappear and drop the push and pull of your ongoing patient conversations?

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Grab a partner to role-play with and practice vocalizing transparent intentions.

Move through these examples of communicating effectively with your patients and repeat these phrases out loud at least three times each. The more repetition the better!

Note

Feel free to massage these phrases if there are any ways in which you can more clearly make them your own.

Remember

You're always speaking with empathy and never with pressure.

Tip

Speak with the intent of capturing interest and motivation prior to things tipping into delays, and always offer solutions!

Role-play these examples with your partner:

Patient:

"Maybe down the line..."

Team Member:

"Patient, I hope you know, I'm only asking because I care about you and I want to do my best to help every patient I see make great health decisions. Would you be comfortable sharing a little bit more about why you're thinking of waiting?"

Patient:

"Maybe...I want to go home and think about it."

Team Member:

"Patient, you wanting to sleep on it, I get it. So why don't we make things easy and schedule a time when you and I can circle back around to chat after everything's sunk in a bit more? I'd love to reserve some one-on-one time for you and give you everything you need to make a great decision. How's [day] at [time]? Would you be open to a call soon to reconvene?"

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Conclude by answering these questions individually, followed by open discussion with your team where everyone can share their responses.

How are you currently nurturing the yes in your role?

At what point do you give in to your patients? What's the last thing a patient says that makes you decide to stop communicating with them?

How could you take it one step further to have your patients' backs and be their expert guide along the pathway to health?
