



Team Activity

Team Activity

Series 6 The Championship Playbook

Session 7 Setting Patients up for Success by Being a Better Leader and Guide Through Enhancing Experiences, Elevating Communication and Exerting More Control (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 Self-Assessment

Everyone begin by contemplating your personal performance at the practice.

Individually, respond to the following prompts:

Note

You're encouraged to move quickly here—don't overanalyze or overthink your responses—simply jot down your initial gut reactions.

In your life outside the practice, what's one thing you're doing right now to be a better leader than you used to be?

In your life within the practice, what's one thing you're doing right now to be a better leader than you used to be?

Tip

Consider the ways in which you're no longer operating as an order-taker or simply switching into autopilot, robotically pushing patients through stale protocols.

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What's one thing you've done to improve your patient experience over time?

What's one way in which you exert more control over outcomes with patients?

What's one way in which you exert more control over your personal responsibilities within the practice?

Pause here and let the significance of what you just wrote sink in: every word is the manifestation of powerful progress that's worthy of your attention and celebration!

Now it's time translate your initial thoughts into a statement of personal empowerment...

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Step 3 Game Plan

Ride the wave of your statement of personal empowerment and declare what you can do to capture its essence and perpetuate its positive energy going forward.

Individually, complete the following prompts:

One action I can take immediately to elevate my leadership with patients is...

One action I can take immediately to elevate my leadership with teammates is...

One action I can take immediately to elevate my communication with patients is...

One action I can take immediately to elevate my communication with teammates is...

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Step 4 Share and Collaborate

Begin this step by sharing with your team the insights you gained from this activity so far.

Go around the room and make space for every team member to share what they wrote in steps 1-3.

Note

The goal here is to develop further understanding, connection and compassion for your teammates, as well as connect the ways in which you can complement one another.

After everyone has had ample time to share, shift into the final portion of this activity.

Individually, write down your three most challenging types of patient interactions/encounters.

One

Two

Three
