



Team Activity

Team Activity

Series 7 Bettering Your Best

Session 3 Better Triangles of Trust (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 The Purpose of Each Triangle of Trust

Communication is vital for creating value and championing patients' yeses and successes.

Reacquaint yourselves with the intentionality and purpose behind each triangle of trust.

Triangle of Trust 1

- Begin with the end in mind
- Set expectations that are in alignment with the pillars of health

Triangle of Trust 2

- Highlight the current reality of the patient's health
- Move into a future vision of possibility
- Boil down that future reality into a clinical yes; an agreement between doctor and patient on that future outcome

Triangle of Trust 3

- Summarize what success looks like for that particular patient
- Reestablish the agreement—the clinical yes—that the doctor and patient made together
- Bring that clinical yes to life with the treatment coordinator / patient concierge

As you're moving through your triangles of trust, here are three things to keep top-of-mind:

- Don't dumb down or shortcut your handoffs
- Pass the story, not the patient
- Tell a complete story by including elements of the patient's past, present and future

As you're moving into a triangle of trust, here are two helpful questions to ask yourself:

- What story am I helping write?
- What story am I handing to my team member?

Remember

What turns a "triangle" into a "triangle of trust" is when you make it about the patient, about their story. So, carry their story and personal reason "why" throughout every triangle of trust!

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Step 2 Leaping Over Hurdles

Many practices and team members share similar hurdles when it comes to executing quality and consistent Triangles of Trust.

Review these common hurdles together and discuss and discover how to leap over those obstacles that have been getting in your way.

Hurdle 1

Bringing conclusions to questions and/or concerns for strong segues.

Patient questions/concerns are opportunities for you to carry the why, reinforce the vision, and offer conclusions that command authority and grow trust; for you, the doctor, and your other team member in your triangle of trust.

Example

If a patient offers an excuse to delay treatment, or is simply testing if you'll let them kick the can further down the road, this is your chance to meet their questioning with a convicted conclusion and affirm why it's vital to act now and why the patient's health depends on it.

Note

Highlighting that patient question/concern and its corresponding conclusion within the triangle of trust gives your teammate a strong segue and amplifies their ability to keep moving the patient forward.

Personally, how can you level up the conviction, clarity and conciseness of your conclusions and enhance the strength of your segues?

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Note

Part of everyone's role at the practice is to demonstrate how to make healthy decisions. Show and tell your patients how to make all the best decisions for their health and happiness. Go BIG and expect the same! That's how you'll inspire them to take ownership of their wellbeing.

Remember

"What you focus on, you get more of, every time."

Personally, how can you level up at showing a sense of urgency about your patients' health?

On your team's master worksheet, write how each team member is going to direct their focus on leveling up and leaping high over this hurdle.

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Step 3 Huddles and Role-Playing

Continue building upon your group discussion and transition into role-playing and improving your triangles of trust through feedback from your teammates.

As a team, respond to the following prompts and role-play some triangles of trust together.

Morning Huddle

This huddle's all about creation and strategizing your triangles of trust for the day.

Each and every day, is your team asking these questions in your morning huddles to prepare for your triangles of trust with all new patients?

- What's our objective with this patient?
- What needs to be prepared in advance?
- What's our end goal?

Use this your launching point to assess the flow of your preparation and execution for your triangles of trust.

What's going well with your daily preparation for your triangles of trust?

What about your daily preparation for your triangles of trust could be better?

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Is there a pattern as to when your preparation for triangles of trust goes missing or awry?

What's going well with your execution of your triangles of trust throughout the day?

What about your execution of your triangles of trust throughout the day could be better?

Is there a pattern as to when your execution of triangles of trust goes missing or awry?

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Here's how we're going to commit to preparation in our morning huddles:

Here's how we're going to commit to tying up loose ends in our evening huddles:

As a team, go around the room and have everyone role-play the triangles of trust they participate in.

Choose real scenarios and have someone play the patient for each triangle of trust you role-play. As you go, leave space for feedback from teammates as you all observe and determine how you want information and your experience to flow.

Remember

Triangles of trust connect communication, enhance experience, and build better patients. The purpose of integrating triangles of trust into your experience is to create greater value, greater influence and greater outcomes.

