



Team Activity

Team Activity

Series 7 Bettering Your Best

Session 4 Better Triangles of Trust (Part 2)

Listen Online
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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
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Team Activity

Step 1 Setting up for Success

This activity revolves around the, “progress, not perfection,” mindset and collaborating to elevate your triangles of trust to new heights.

Begin by taking your team’s, “triangles of trust temperature.”

Go around the room, and on a scale from 1 - 10, have each team member share what they feel is the overall quality and consistency of the triangles of trust they’re responsible for.

- Format your scores as “Name: Quality Score / Consistency Score”

Example

Maegen: 7 / 5

On your team’s master worksheet, write down each team member’s name and the score they gave themselves.

This will serve as your personal and collective reference point of success going forward.

The lens through which you see the remainder of your activity is this one simple question:

“What can I do to advance the quality and consistency of my triangles by 1 or 2 points?”

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From here, move into discussing how you're choreographing triangles of trust during your morning huddles.

Is every team member involved when we're choreographing our day in the morning huddle?

If not, how can we improve and make that happen?

Do we know which team members are going to be involved in every triangle of trust?

If not, how can we improve and make that happen?

Do we know which team members will be giving and receiving each triangle of trust?

If not, how can we improve and make that happen?

Team Activity

Do we know the approximate timing within each appointment that team members should be ready for their triangle?

If not, how can we improve and make that happen?

Do we know how we're communicating along the way (for example, through a messenger)?

If not, how can we improve and make that happen?

Is that communication clear and consistent?

If not, how can we improve and make that happen?

Establishing solid yeses to all these questions is the foundation for terrific triangles of trust!

Team Activity

Step 2 Mastering the Three Triangles

It's time to move beyond your setup and into mastering the execution of each individual triangle of trust.

Together, choose a few recent and notable new patients as a shared reference point for considering the flow and effectiveness of your triangles.

Triangle 1

Business team member introducing the patient to the clinical team member.

Business Team

- How has this been going?
- Do you have a script, strategy or routine for introducing patients to the clinical team?
- If so, are you consistently following it?

Clinical Team

- Do you have any feedback to offer the business team?
- Do you feel like you're being set up well and in the ways you'd like to be?
- What changes would help you better your best?

Team Activity

Remember

Always share the patient's goal in the first triangle of trust.

Example

"Patient's goal is to get healthy and stay in what we like to call, 'healthy maintenance mode.'"

Tip

If you aren't sure what a patient's specific goal is, you can always highlight a lifestyle impact.

Triangle 2

Clinical team member introducing the patient to the doctor.

Clinical Team

- How has this been going?
- Are you bringing the doctor fully up to speed?
- Are you reinforcing the patient's goal?
- Are you asking the doctor, "Is there anything else you'd like an update on?"

Doctor

- Do you have any feedback to offer the clinical team?
- Are you being introduced the way you want to be?
- Do you ever find yourself rushing and overlooking this triangle?
- What changes would help you better your best?

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Remember

Clinical team, take the minute to build the story of the patient's journey in front of the doctor, as it'll prime patients to receive solutions the doctor presents.

Example

"Patient has been putting up with this pain and discomfort for a long, long time. They've taken that big step to come see us today because they're ready to live pain-free again and they don't want to settle for anything less than state of ideal, optimal health."

Note

Slowing down this triangle will speed up case acceptance.

Tip

If a doctor accidentally accelerates through this triangle and leaves the clinical team member's introduction incomplete, it's wise to have a visual signal to bring them back.

Example

- Wave
- Pat on the shoulder
- Sticky note

What will your signal be in case the doctor gets off track?

Tip

Doctor, if you realize you're getting off track, pass the ball back to your clinical team member.

Example

"Patient, I got so excited about sharing how we can help, I cut off (clinical team member). How about I pause and let them fill me in on what you've discussed? I want to hear all about it!"

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Triangle 3

Clinical team member or doctor introducing the patient to the treatment coordinator.

Clinical Team or Doctor

- Are you reinforcing the patient's goal?
- Are you stating the recommended treatment?
- Are you replacing—not reinforcing—patient excuses?

Treatment Coordinator

- Do you have any feedback to offer the clinical team and/or doctor?
- What changes would help you better your best?

Remember

Reinforce the patient's goal by using the structure, "reason, because."

Example

"The reason why we're recommending (treatment) is because (patient's goal)."

Tip

Replace patient excuses with up-leveled language.

Example

"Patient has questions about next steps / the pace of the next visits."

Team Activity

At this stage, be sure to package the next steps the way YOU ideally want them scheduled.

Remember

Present in bundles.

Example

“We’re recommending we start with the left side (where we’re going to do a, b and c), and then we’re going to bring you back for the right side (where we’re going to do x, y and z). This plan is the most efficient and effective way to get you to your goal.”

Tip

Set your treatment coordinator up for the BIGGEST yeses!

Treatment Coordinator

- How can you present bigger bundles and get bigger yeses?
- What changes would help you better your best?

Remember

The purpose of your triangles of trust is to help your patients feel connected to their goals, outcomes and personal responsibility at every point of their experience with you.

