Team
Activity

Team Activity

**Series 8
The Four Pillars**

**Session 8
Schedule Control
(Part 1)**

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dst.media/focus89

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dentalsuccesstoday.com/blog/8-8

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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.

Send Us Your Master Worksheet

Fax
615-807-3301

Email
Champions@DentalSuccessToday.net

Step 1
Understanding Schedule Control
and Turning Sabotages Into Advantages

Begin with an overview of what schedule control can do for us, the domino effect it causes, and reverse any sabotaging behaviors that are preventing dominos from falling in our chain reaction of successes.

Review Schedule Control and the 12 Sabotages so we're on the same page moving forward.

Schedule Control is the playing field of our lives!
Everything happens within this field of play; let's set it up in a way that's advantageous to us.

It's our responsibility, our privilege, to reverse engineer more than just our goals.
We get to engineer our QUALITY OF LIFE throughout our days.

The Domino Effect:

1. We create opportunities…and then that…
2. Supports our diagnostic goals…and then that…
3. Supports our case acceptance…and then that…
4. Supports our prepay…and then that…
5. Supports our bundling of treatment…and then that…
6. Supports our production goals.

How do we start, and restart, the domino effect?

- We manage the pace and flow of the day.
- We schedule to "increase and enhance experience."

What's the playbook to follow to increase and enhance patients' experiences?
Not incorporating any of the 12 Sabotages into our patient experience.

Pause here, and review the 12 Sabotages on the following page…

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The 12 Sabotages:

1. Rushing
2. Patients Lacking Clarity
3. Not Enough Focus on the Problem
4. Improperly Setting Expectations
5. *Inefficient and Ineffective Scheduling
6. Low Energy and No Excitement
7. Lack of Proof
8. Not Establishing a Victory
9. Not Thinking Big and Creating a Vision
10. Not Following Up
11. Not Controlling the Conversation
12. Diminishing Treatment

*Today, we'll turn Sabotage 5 into a strength that helps us create and maximize opportunities.

Are there any sabotaging behaviors we need to clean up before we can implement fully efficient and effective schedule control? Yes or no?

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If so, which ones? And what are our actions to reverse those sabotages into advantages?

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Step 2
Building the Perfect Playing Field

Now that we have a foundational understanding and have reversed any Sabotages, let's put Schedule Control into action.

Define growth goals and build scalable days to reach them.

Value Based Scheduling
A growth goal is designed by the value of the anchor appointments accepted.

Here's how to elevate our goals:

- What used to be an anchor now needs to be a new, bigger anchor.
- What used to be a secondary appointment now needs to be a new, mini anchor.
- What used to be a tertiary appointment now needs to be equal to our old anchor.

Scalable Days
Require only one, two, three, or four patients to achieve our daily goal.

Here's how to build a scalable day that can grow to any goal:

- Four patients or less achieves our daily goal...and then we...
- Supplement our primary production column with our assistant-driven dentistry column(s).

This framework can overcome, transcend, our two greatest limiting factors:

1. Time
2. Capacity

Now, let's turn these limitations into leverage...

And build the perfect playing field...

What would a perfect field of play look like for us?

- What different approaches do we need to take to build that perfect playing field?
- Do we need to change our perspective on anything regarding our schedule to actualize it?

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What's our current daily goal?

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Now, raise the bar by:

- Focusing on outcome objectives
- Creating opportunity
- Enhancing the patient experience
- Improving the pace and flow of the day

What would be required to raise our current goal by 50%?

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What would be required to raise our current goal by 100%?

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What's our new daily goal?

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What are we going to do with our one, two, three, four patient stack for the day to achieve our new goal value?

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How are we organizing our columns to facilitate this?

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Step 3
Future Focus

The last step is to integrate Future Focus into our daily routines so we can achieve our new goals through Schedule Control.

Practice our preparedness and bring our schedule to life.

Where does Future Focus take place?
From the Morning Huddle onward.

What does Future Focus look like?
Being prepared; knowing what success is for each patient visit.

The 3-Part Checklist for Preparedness:

1. How can we discover opportunity and add value?

2. What's the outcome of every visit?
   (Especially with what's discussed and decided when Doctor's in the room.)

3. Are there any bottlenecks we need to deal with preemptively so we can move smoothly through the day?

Now, let's put this into practice.

Take the next two weeks of our schedule and reverse engineer one day at a time, huddle by huddle, patient by patient, to match our state of ideal.

Remember
Our ultimate success indicator isn't just meeting our daily goals, it's arriving at them in exactly and precisely the way in which we planned to get there; state of ideal for us and our patients.

Questions to consider as we move through reverse engineering our upcoming weeks:

- Do we notice any slop, wastefulness, or missed opportunity in our diagnostic focus, protocols, patient experience, or schedule structure to support these things?

- Are we sabotaging ourselves? (Refer back to Page 2 in this Team Activity.)

- Can we shift toward quality over quantity and add more leverage into our schedule?

- Can we elevate the field of play to create more space for valuable, impactful opportunities?

- Do we have clear accountability and actions to support our long-term schedule control?

State of Ideal, Schedule Control in Action

Our reverse engineered Schedule Control, going day by day starting 2 weeks from today, looks like...

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Note

This is our personalized blueprint! Keep this Master Worksheet handy so we can review it during our morning and evening huddles as we integrate masterful schedule control into our daily routine.

Bonus

If we're feeling good about the next two weeks and want to push our schedule control out even further, continue this activity by reverse engineering the next four weeks.