Team Leadership Monthly Activity: Back to Basics

In Scott's Practice Focus, he lists ten fundamental pieces of the practice that require frequent focus and attention. We thought it appropriate to expand upon one of the most underutilized processes that time after time yields some of the largest breakthroughs.

Number Five: Team Satisfaction, Motivation and Focus. Here, Scott discusses his four sequences of questioning:

1. What's going well?

2. What could be going better?

3. What questions do you have for me?

4. What decisions do we need to make, things we can commit to or actions do we need to take?

This month's activity is very simple, yet incredibly effective. Take the time to go around the room to *each team member* and complete the sequence of questions.

Each team member should be prepared to answer the first two questions to the group- what is going well for them in the practice in their specific role and what could be going better.

Then, the rest of the time should have the opportunity to ask this person a question. This could be something like "I would like to know if you and I could split the responsibility of this certain task" or "I know that you get asked this question by patients often and I'm having trouble with my response- could you tell me how you handle this objection?" You will be surprised by the conversations that take place when we take the time to allow each team member to identify where they need help, ask other team members for help, and allow them to bounce new ideas off of each other and let a team ownership culture flourish.

The last question is what decisions need to be made? This is particularly relating to their role in the office.

Maybe after the other three questions have been answered, you learn that this person is struggling with their treatment follow-up and another team member has a method of organization for this that works well for them. They have not talked about this before because the opportunity has not presented itself, and have gotten bogged down by daily tasks. They now make the decision to share the tracking sheet or organization method and both use it for consistency and follow through.

- Have each team member come prepared to the meeting by completing the 1st two questions on the worksheet before the meeting.
- Ask each team member to write down any questions they have for specific team members before the meeting.
- If you have a very large team, this can be done departmentally rather than as a whole office if needed for time constraints.