Weekly Team Leadership Exercises: The Art of a Well Crafted Response

Make a copy of this worksheet for each team member that will participate in the Weekly Huddles and fax them to Tyrella each week at: (615) 807-3290.

This will allow DST to review and monitor your progress and either provide guidance or share in your victories (or both!).

1. **Week 1:** Hand out a copy of the sample conversation and have a discussion about it to identify how it can be useful in situations for each person who represents different areas of the practice.

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2. **Week 2:** Ask the team to share examples of questions they use successfully to initiate an agreement from patients. These examples can help others come up with questions to start using or to add to the existing questions that are already working or replace those that may not work so well. Have the team commit to trying out a new question(s) with the intent to report the feedback on how it worked.

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3. **Week 3:** Have a discussion on the feedback from the past week of trying new questions that lead patients to agreements (a "Yes").

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4. **Week 4:** Have the team share examples of objections they could use help with and work as a team to come up with solutions. For any objections you could use help with please email them to Tyrella (tyrella@dentalsuccesstoday.net) and we will be happy to help you craft a response.

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