Team Activity

Step 1
Tapping Into Greatness

Let's explore the breadth, depth and importance of our individual and collective influence.

Define the motive and intent of influence, then explore the extent of it by tapping into everyone's greatness!

Powerful Influence is...
Honorable and life-giving impact; rooted in raising the tide for all.

Which is the support structure of Leadership in Action...
Molding positive influence to our desire and brining it to life through ourselves and others.

Resulting in...
Everyone tapping into their personal greatness and becoming better via collective power.

View each step of this activity through the lens of these 4 Levels:

1. Individualized
2. Positional
3. Team-facing
4. Patient-facing

Let's warm up with an example at Level 1.

We're all leaders and guides, but a leader of what, and a guide to where?

Fill in the blank
Individually, within my lane at the practice, I'm a leader of _____ and taking patients to _____?

_____

_____

Team Activity

Open up space to share our responses, and let's positively influence each other by listening and learning through other team members' responses and reflections.

We need to take responsibility of our influence to achieve our individual outcomes, as well as complete the collective mission.

For us, that's directing our motivation at:

- Complete health dentistry
- Life-changing dentistry
- Enhancement
- Optimal health
- Prevention and possibilities
- Relationships
- Degree of impact

To build a better patient, we must start at the foundation of our motivations, so let's contemplate our motivations at all 4 Levels and determine where we can upgrade.

Where can we communicate more clearly and double down on these motivations of powerful, positive influence with our patients?

Level 1

Individually, I can expand these motivations...

_____

_____

Level 2

Positionally, we can expand these motivations...

_____

_____

Team Activity

Level 3

In team-facing spaces of the practice, we can expand these motivations...

_____

_____

Level 4

In patient-facing spaces of the practice, we can expand these motivations...

_____

_____

Now let's bring it to life!

Team Activity

Step 2
Merging Motivation and Action

Reference the expanded motivations identified in Step 1 and springboard off them in Step 2.

Let's fuse those motivational opportunities with the patient experience and integrate our expanded influence into advancing journeys to optimal, state of ideal, life-changing health.

Examine the 4 Levels through the lens of these 3 Tools:

1. Education
2. Demonstration
3. Facilitation

Level 1
Individually

What am I educating on?

Example
The philosophy and practice of comprehensive exams.

_____

_____

How am I going about it?

Example
Setting and aligning expectations (pre-framing, beginning with the end in mind).

_____

_____

Team Activity

What does success look like for me?

Example

Cultivating a patient mindset and capturing an agreement.

Level 2

Positionally

What are we educating on?

How are we going about it?

What does success look like for us?

Team Activity

Level 3

Team-facing

How are we preparing to educate effectively and win the day?

Example

Vocalizing our objective for every patient visit in our Morning Huddles.

How are we going about it?

What does success look like for us?

Level 4

Patient-facing

How are we maximizing education to communicate the “why” and build the value?

Team Activity

Tool 2
Demonstrate

Level 1
Individually

What am I demonstrating?

Example
The trajectory of a perfect patient: a pathway to state of ideal and "healthy maintenance mode."

How am I going about it?

Example
Pictures, proof and pain.

What does success look like for me?

Example
A patient engaging with photos and collaborative diagnosing.

Team Activity

Level 2

Positionally

What are we demonstrating?

_____

_____

_____

How are we going about it?

_____

_____

_____

What does success look like for us?

_____

_____

_____

Level 3

Team-facing

How are we preparing to demonstrate effectively and win the day?

Example

Deciding how we're going to customize impactful demonstration for every patient visit in our Morning Huddles.

Team Activity

How are we going about it?

What does success look like for us?

Level 4

Patient-facing

How are we maximizing demonstration to communicate “proof of concept” and build desire?

Team Activity

Tool 3
Facilitate

Level 1
Individually

What am I facilitating?

Example
Establishing a vision of state of ideal health.

How am I going about it?

Example
Defining the benefits (not pieces or prices) resulting from how we walk the pathway to health: function, beauty, increased quality of life and pain-free peace of mind.

What does success look like for me?

Example
A patient giving a "clinical yes."

Team Activity

Level 2

Positionally

What are we facilitating?

_____

_____

_____

How are we going about it?

_____

_____

_____

What does success look like for us?

_____

_____

_____

Level 3

Team-facing

How are we preparing to facilitate effectively and win the day?

Example

Scheduling enough time to dialogue with patients about the "how" of their pathway to health, building trust through powerful influence, and investing upfront to secure the "clinical yes."

Team Activity

How are we going about it?

What does success look like for us?

Level 4

Patient-facing

How are we maximizing facilitation to communicate the “how” and guide patients into understanding how to make smart decisions about their health?

Team Activity

Step 3
See Ourselves as People of Influence

Now it's time to put it all together!

Map out what powerful influence looks like with real patient experiences from start to finish.

Influence is firm in principle and flexible in approach.

As we're building our roadmaps of influence, let's make sure we bake in these qualities:

1. Persistance
2. Follow through
3. Remaining objective-based and subjective-focused

Let the rubber meet the road and choose 3 patients on the upcoming schedule that we'd like to embrace expanding the power of our positive influence with.

List the nature of their visits:

Patient 1

Patient 2

Patient 3

Together as a team, let's apply the insights and decisions we gathered in Steps 1 and 2 to develop the most powerfully influential patient experience we've ever delivered.

Team Activity

Patient 1

Where are we taking this patient?

What are our pinpointed motivations for powerful, positive influence during this visit?

Maximizing the resources available to us, how are we getting this patient where we want them to go via the 3 Tools (education, demonstration, and facilitation) at all 4 Levels (individually, positionally, team-facing, and patient-facing)?

Team Activity

Patient 2

Where are we taking this patient?

What are our pinpointed motivations for powerful, positive influence during this visit?

Maximizing the resources available to us, how are we getting this patient where we want them to go via the 3 Tools (education, demonstration, and facilitation) at all 4 Levels (individually, positionally, team-facing, and patient-facing)?

Team Activity

Patient 3

Where are we taking this patient?

What are our pinpointed motivations for powerful, positive influence during this visit?

Maximizing the resources available to us, how are we getting this patient where we want them to go via the 3 Tools (education, demonstration, and facilitation) at all 4 Levels (individually, positionally, team-facing, and patient-facing)?