



TEAMWORK AND COMMUNICATION IN THE DENTAL OFFICE

Dental professionals of all specialties are seeking to strengthen their teams. They are realizing that teamwork is one means by which they can increase effectiveness and efficiency without capital expenditures or increased staffing. The challenge is how to realize the true benefit of teams in a profession where low unemployment rates are making it difficult to find talented people. Also, the generation gap between older and younger employees has become an issue in some cases, and has created barriers to effective teamwork.

The morning portion of this full-day session will:

- Identify what true teams are and how to insure yours is a true team.
- Provide the personal and collective steps necessary for building and maintaining a true team.
- Establish the foundation for the team leaders and the team members in leveraging and realizing the average 40% increase in productivity enjoyed by true teams.
- Provide the four-step process that can reduce unnecessary rework by up to 40%.

Team members must communicate in order to be successful, both with each other and with patients. Part of the definition of the teamwork principle of communication is, "Communication in the successful team environment must be elevated to the level of science and art..." This session builds skill in applying communication strategically, so that the desired behavior is achieved faster and more efficiently.

The afternoon portion of this full-day session will:

- Explain how to achieve and maintain open communication.
- Show participants how to leverage active listening into actionable results.
- Identify listening styles and filters.
- Have participants learn and use key communication skills.
- Build skill in identifying, avoiding or recovering from barriers to open communication.