The Importance of the Dental Team

DR. MILOS LEKIC
“Individual commitment to a group effort—that is what makes a team work, a company work, a society work, a civilization work”

VINCE LOMBARDI
What does a patient feel

- Empathy
- Friendliness
- 'I’m understood'
- 'I’m being heard'
- Little eyes have big ears
What does a patient feel

- I’m being cared for
- Truly…..
- The quality of dentistry
Genuine is....

- Be attuned to verbal and non verbal cues

- Genuine communication through
  - Connecting
  - Discovering
    - See the person behind the tooth
  - Responding
Passion for caring

- Be attentive
- Attentiveness brings on confidence
- ‘Can do’ allows us to go beyond the basic care
My fears addressed

- The ambiance
  - Balance function with a warm, comfortable environment
- Being heard
- Answering concerns
- Engage and partner in care
- Educate
Motivated team

- Exudes confidence
- Alleviates fear
- Contributes to quality of care
Respect for one another

- Before the office doors are open
- This sets the tone for any day and any dental appointment
- Patients see this and feel respected
Unwavering adherence to quality of care

- Quality of procedures being performed
- Caring for every patient as a dearest family member
- Every detail matters
- Little eyes have big ears
THE TOYOTA WAY

RESPECT FOR PEOPLE

- Respect others
- Make every effort to understand each other
- Take responsibility
- Do our best to build mutual trust

Teamwork
- Stimulate personal and professional growth
- Share opportunities for development
- Maximize team and individual performance

CONTINUOUS IMPROVEMENT

Challenge
- Long term vision to meet challenges with courage and creativity to realize our dreams

Kaizen
- Improve business operations all the time by always trying for innovation and evolution

Genchi Genbutsu
- Go to the source to find the facts to make correct decisions and build consensus and trust
How we care for one another

- At work
- At home
- At 9pm at a gas station
- This defines who we are and this can’t be faked
“Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients”

RICHARD BRANSON
Team building

- Leadership means
  - Recognizing strengths of others
  - Promoting the strengths of others
  - Understanding when help is needed
  - Letting others lead
Team building

- Volunteer
- Community involvement
- Give back to the practice and the community
- Surprise and delight
Make the practice ‘our own’
“Dear Mrs. Crabapple, We will miss you. Love, Herb.”

HERB KELLEHER
Have a vision

- Share this vision
- Create it together
- Continue to shape it
Have fun
QUOTE OF THE DAY

IF ANYONE IS HAVING A BAD DAY, REMEMBER THAT TODAY IN 1976 RONALD WAYNE SOLD HIS 10% STAKE IN APPLE FOR $800. NOW IT'S WORTH $58,045,210,000
References


Neumeister DR. Teeth don’t have emotions, people do: teeth are easy. J Am Coll Dent. 2009 Fall;76(3):13-5.


References

- [https://www.bing.com/images/search?q=Richard+Branson+clients+employes&view=detailv2&id=2EF5CAA220C9B4A53794C7095ACA17BCC7892092&selectedIndex=2&ccid=oUDrNdHp&simid=77265306037&thid=HQ.77265306037&ajaxhist=0](https://www.bing.com/images/search?q=Richard+Branson+clients+employes&view=detailv2&id=2EF5CAA220C9B4A53794C7095ACA17BCC7892092&selectedIndex=2&ccid=oUDrNdHp&simid=77265306037&thid=HQ.77265306037&ajaxhist=0)
- [http://www.vincelombardi.com/quotes.htm](http://www.vincelombardi.com/quotes.htm)
- [http://www.upyourservice.com/blog/service-culture/in-the-world-of-service-culture-the-customer-is-always-right-or-are-they](http://www.upyourservice.com/blog/service-culture/in-the-world-of-service-culture-the-customer-is-always-right-or-are-they)