



TEAM BUILDING

More than Just Getting Along

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TEAM BUILDING

- Goals
 - Practice
 - Staff
 - Individual

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TEAMWORK

- How do you communicate/comprehend?
 - Co-workers
 - Doctors
 - Spouse
 - Kids

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VISUAL PREFERENCES

- ___ I often like to watch television
- ___ I use visual images to remember names
- ___ I like to read books and magazines
- ___ I prefer to receive written rather than verbal instructions from my employer
- ___ I write lists to myself to remind me of things I need to do
- ___ I follow recipes closely when cooking
- ___ I can easily put toys and models together with written instructions
- ___ I prefer word games such as Scrabble, Words with Friends
- ___ I am very concerned about the way I look
- ___ I like to visit art museums and exhibits
- ___ I keep a diary or written journal of my activities
- ___ I often admire photographs and art works used in advertisements
- ___ I review for a test by writing down a summary of pertinent points
- ___ I can find my way around a new city if I have a written map
- ___ I like to keep my house looking very neat
- ___ I see two or more films each month
- ___ I think less highly of people if they do not dress nicely
- ___ I like to watch people
- ___ I always have scratches or dents in my car repaired quickly
- ___ I think fresh flowers really brighten up a home or office
- ___ Total Visual Score

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KINESTHETIC PREFERENCES

- ___ I like to exercise or dance
- ___ I can distinguish items by touch when blindfolded
- ___ I often tap my feet when music is playing
- ___ I am an outdoors person
- ___ I am well coordinated
- ___ I have a tendency to gain weight
- ___ I purchase certain clothing because I like the way the material feels
- ___ I like to pet animals
- ___ I touch people when talking to them
- ___ I like touch screen technology
- ___ I was held and touched a great deal when I was a child
- ___ I enjoy playing sports more than watching them
- ___ I like taking a hot bath or shower
- ___ I really enjoy receiving a massage
- ___ I am a good dancer
- ___ I belong to a health club/gym
- ___ I like to get up and stretch frequently
- ___ I can tell a great deal about people by the way they shake hands
- ___ My body gets very tense when I have a bad day
- ___ I enjoy crafts, handiwork or creating things
- ___ Total Kinesthetic Score

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AUDITORY PREFERENCE

- ___ I am a good listener
- ___ I repeat people's names over & over again to myself to remember them
- ___ I enjoy long conversation
- ___ I prefer to receive verbal rather than written instructions
- ___ I like talk shows and interview programs
- ___ I use rhyming words to help me remember things
- ___ I like to listen to music
- ___ I prefer to hear radio news rather than video news
- ___ I talk to myself a great deal
- ___ I prefer to listen to instructions rather than to read written instructions
- ___ I feel bad when my car makes strange noises
- ___ I can tell a great deal about people by the sound of their voices
- ___ I like a variety of music styles
- ___ I review for a test by reading my notes out loud
- ___ I would rather give a talk than write a paper on the same subject
- ___ I enjoy attending concerts and musical events
- ___ People sometimes say I talk too much
- ___ If I am in a strange city, I like use audio technology for directions
- ___ I talk out loud to my pets
- ___ I talk out loud to myself when I'm solving a math problem
- ___ Total Auditory Score

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Personality theory:

Everyone has valuable talents and perspectives.

- A
- B
- C
- D

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■ TEAMWORK

Work done by several associates with each doing a part but all personal prominence to the efficiency of the whole.

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- Each and every individual serves an important role.
- Each staff member brings to the practice a unique combination of skills and abilities.
- Differences are strengths.
- Our patients are different types.

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- What would not get done if you were out for a month?

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■ SPECIAL BOND

It's time for the patient to come in to the office again.

Do they think first of the furniture?

Do they think first of the dispensary?

You ARE the practice!

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- Sharing info at staff meetings & soliciting ideas from others.

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- HUMOR - How do you use it?

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- Geese
Cheering each other on.

How do you do this?
 - Informing whole staff of positive comments from members/patients.
 - Understanding our personality differences & styles of communication and working with them, not against them.

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- Dysfunction
 - Patient can tell when you aren't working well together.
 - 68% of patients will leave the practice because of...

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- CREATING PATIENT LOYALTY
 - Every patient has an expectation level.
 - How do you rate - only 3 possibilities

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- What is a Patient?
 - Everything
 - We NEVER want the patient to feel that they are bothering us, interrupting us, or imposing upon us.

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- A MISSION STATEMENT - COMMON GOALS
 - Patient
 - Practice
 - Staff

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- POLICY MANUAL

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- JOB DESCRIPTIONS

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FUTURE

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- Review goals. Re-write as needed.
- Identify the areas where you are going to make changes.
- Are there any other areas where patient expectations can be met or exceeded?

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CONCLUSION

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- Focus on the areas where you excel.
- Develop an action plan for change.
- Become certified.

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