The High Performing Orthodontic Team
Identifying the Weeds, Daisies, and Orchids in your Practice

Weed Team Members
- Energetic and take on _____________
- Hard to hold back
- Once they’ve mastered a skill, they need little _______________
- Work alone or in groups
- Self-motivated
- They look for ways to _____________ the practice
- Keep them interested by assigning ________________ roles
- Give them the ________________ to make needed changes

Daisy Team Members
- With “______” and “___________,” they can grow into productive and positive contributor
- Need _____________________________to keep them focused and moving in the right direction
- Don’t __________________________ them but rather give them projects to help them grow
- Thrive on _________________ and rewards

Orchid Team Members
- High ____________________________ team member
- Require just the right amount of ____________________________ to succeed
- Need ______ monitoring and checklists to ensure they perform at a productive level
- Clear, concise directions with frequent _____________ can turn them into a daisy
Respecting, Understanding, and Accepting Others’ Behavioral Styles

DISC

D Direct/Dominate
- Quick thinker, loves __________, accepts __________, questions status quo
- Motivated by ________________, ________________, and control of environment
- Fears being taken advantage of
- Needs to work on being a better __________, becoming a better team member, and pacing themselves

I Influencing
- __________ animal, creates a motivational environment, enthusiastic, __________, loves people
- Motivated by being ______
- Fears not being liked or accepted
- Needs to become a better ________________, improve time management skills and seek ______

S Steadiness
- __________, dependable, predictable, patient, creates a harmonious work environment
- Motivated by __________________________
- Needs to work on accepting __________, using direct communication, and learning to say no

C Conscientiousness
- Analytical, accurate, systematic, ________________
- Motivated by __________ of details
- Fears ________________ of their efforts
- Needs to work on ________________, seeing the forest not the trees, and moving quicker
Maslow's Model of Hierarchy

1. Security Survival

2. Achievement Belonging

3. FULFILLMENT LEVEL

4. RELATIONSHIP LEVEL

5. EXISTENCE LEVEL

1.

2.

3.

4.
Four Generations Working Together
Traditionalists/Vets, Baby Boomers, Gen X, and Gen Y/Millennials

Heard around the office:

- “It’s 5 o’clock—I’m out of here!”
- “She has no work ethic.”
- “I remember when I first started working here…”
- “Why is she texting all the time?”
- “You don’t appreciate the benefits you receive!”

Traditionalist/Vets: 1922-1945

- **Description:** Conservative, disciplined, loyal, highly dedicated, stable
- **Influencers:** Great Depression, World War II
- **Team Issues:** Don’t like risk, uncomfortable with conflict, tend to hoard, past-oriented, sensitive to criticism

Baby Boomers: 1946-1964

- **Description:** Hard workers, workaholics, like teamwork, loyal to their employers, good at completing tasks, goal oriented, accepting of diversity, value health and wellness
- **Influencers:** Vietnam War, civil race riots, Kennedy and King assassinations, Watergate, Woodstock
- **Team Issues:** Dislike constant feedback, process oriented, reluctant to confront peers, may be technically challenged, expect authority
Gen X: 1965-1980

- **Description:** Want a balance between work and life, independent, self-reliant, strong loyalty to friends and family, value continuous learning, entrepreneurial
- **Influencers:** Witnessed parents getting laid off, high divorce rates, downsizing, limited wages, latchkey kids, MTV, AIDS, instant gratification through video games
- **Team Issues:** Not overly loyal to employers, strong technical skills, results focused, question authority figures, not necessarily motivated by money, adaptable to change, tolerate work as long as it is fun, individualistic, feel managers ignore their ideas

Gen Y/Millennials: 1981-2000

- **Description:** Comfortable with technology, value teamwork, embrace diversity, adaptable to change, seek flexibility, independent, balanced life, multi-taskers, value CE and training
- **Influencers:** Parental excesses, technology, Columbine, September 11th
- **Team Issues:** Lack of loyalty to employers, demanding, confident, results oriented, independent, prefer a leader who listens well, need feedback, rather text than have a face to face meeting
4 Stages of a Team

Stage 1: Working Group
Low _______________ as a team and low _______________ from leaders or members.

Stage 2: Pseudo-Team
Individual desires and goals are more important than __________ goals.

Stage 3: Potential Group
Involvement and _______________ increases as the team becomes cohesive.

Stage 4: High Performing Team
There is a sense of ______________________. A great deal is accomplished.

Team Motivators
Tie rewards and recognition to job effort and/or performance. Don’t make the mistake that staff only respond to money.

Intrinsic Motivators
1.
2.
3.

Extrinsic Motivators
1.
2.
Building and Maintaining Communication and Teamwork with Your Team

- Recognition/Appreciation
- Assume positive intent
- Follow through with promises
- Be honest and direct
- No secret meetings
- No “meetings” after the meeting
- Social outings
- Know each others’ DISC style

Team Communication

- “Pinch-Crunch”
- 24-hour rule

Communication Choices

Positive Feedback

Result:

Negative Feedback

Result:

Ignore

Result:
Team Code of Ethics
The 12 Behaviors of a Successful Team

1. Always be willing to do more than your share.
2. Never talk about another team member behind their back.
3. Accept reality. All team members do not have the same duties, experience, and ability and all are not paid the same.
4. Have respect for others’ job responsibilities.
5. Participate in team activities even if it is inconvenient to do so.
6. Confront your conflicts.
7. Never be late or absent for trivial reasons.
8. Be involved, concerned, and active in your own personal growth.
9. The group goals are always considered before individual goals.
10. Be honest and direct with your communication with others.
11. Never involved others in situations they cannot address or solve. Always go to the individual with whom you are having a problem.
12. Everyone’s job always exceeds a specific job description.
About Amy Kirsch

Amy Kirsch is a nationally known dental practice management speaker and consultant and one of the Founders of the International Institute for HealthCare Businesses. For over 20 years, Amy has provided customized consulting services and training for dentists and their teams on topics including practice analysis, leadership training, scheduling for success, internal marketing, customer service skills, cash flow analysis, effective communication skills, hiring for success, and new owner success.

Amy has been a dental assistant, office manager, and a dental hygienist and brings her clinical, management, and dental consulting experiences to her presentations. Amy is the publisher of “The High Performing Dental Practice” training series. Amy is a member of the Academy of Dental Management Consultants and the American Academy of Cosmetic Dentistry. She has been a Senior Dental Consultant with the Pride Institute for seven years, an Associate Professor at the University of Missouri Kansas City, a Visiting Faculty Member of the L. D. Pankey Institute and is a Clinical Assistant Professor at the University of Colorado School of Dental Medicine.

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