



Dental Practice  
Management Solutions

## ***ULTIMATE SYNERGISTIC TEAM***



Lisa lives her life's purpose with passion, heart, practical information, deep knowledge, and relentless commitment to performance and results. She is an open, animated, and expressive speaker who is an eternal student of learning, as well as an innovative thinker. She has a fierce dedication to removing all obstacles that breed stress and solving conflict that prevent future growth of any person, team, or company.

**Tel:** 1-800-345-5157

**Lisa Philp RDH**

**President, chief visionary officer**

**Fax:** 905-681-1180

**Email:** [info@tgnadental.com](mailto:info@tgnadental.com)

**Linkedin:** [www.linkedin.com/pub/lisa-philp/20/73a/98b/](https://www.linkedin.com/pub/lisa-philp/20/73a/98b/)



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### Igniter 1: Culture Awareness

1	2	3	4	5	6	7	8	9	10	11	12
<p>We don't have any real culture on our team as members just do what they have to as individuals as indicated by plateau or declined growth.</p>			<p>We have tried to build positive morale and NO LUCK. The employees are there for paycheck and do just what is needed in a day.</p>			<p>We have a defined culture based on our beliefs and demonstrate respect, camaraderie, laughter and set engaged learning and goals.</p>			<p>We live a positive attitude, aligned values and respect each members unique ability and fit and deal with problems in real time.</p>		
<p>We see no point to taking time and money to invest in team. We have high turnover and resistance to change and nothing works here.</p>			<p>We tried team building in the past and it doesn't last. We don't change anything and usually revert back to old ways and habits.</p>			<p>We have and do invest in building the team and have meetings, do community service or retreat events to continue to be better.</p>			<p>We believe in the power of building a high performing and synergistic dental team and will continue to make a priority investment.</p>		
<p>We are stressed out by the economy, daily operations, insurance and run behind with very demanding patients and negativity.</p>			<p>We have stress daily that makes us anxious and causes us to run behind and not get our job done efficiently for patient satisfaction.</p>			<p>We know what causes of positive and negative stress and work hard to find ways to cope while focusing of what is most urgent &amp; important.</p>			<p>We are aware of what causes stress and openly discuss how to handle and manage time with focuses on what is the best priority for the day.</p>		
<p>We ignore all problems until they are obvious and the team doesn't get along, blames, gossips with drama on a regular basis.</p>			<p>We don't know what needs are and seem like problems are ignored due to lack of going to source and often causing conflict.</p>			<p>We can identify the problems that need to be solved and mostly go to the source, don't gossip and own our role in the drama.</p>			<p>We respect members needs and solve problems as they arise with positive confrontation to the source and work for mutual win/win results.</p>		

### Igniter 2: Team Building

### Igniter 3: Stress Management

### Igniter 4: Yardstick (Problem Solving)

	1	2	3	4	5	6	7	8	9	10	11	12
Igniter 5: Norms / Values	We have no idea what the values of the team are and have very little direction on agreements and how to behave with each other or patients.			We tried to, in the past, figure out / define values with little recollection of what they were and what we agreed to at the time.			We know our top 6 values of the team and practice and review periodically as a team while updating agreements as needed.			We live and behave our team values and have clear agreements about how to treat each other and know the boundaries of behavior.		
Igniter 6: Empowerment	Morale is low with lack of motivation to learn new skills and have no idea of any resources available or strengths of members.			Morale goes up and down and we have tried to find resources to help us be more powerful as a team with very little success and progress.			Morale is good and motivation high allowing team members to own the power they bring to their role and accountability for their results.			We are engaged and motivated to use our skills, resources and strengths and are accountable for our performance and results.		
Igniter 7: Roles are defined and measured	We have NO defined roles or written job descriptions of roles as everyone does it all in chaos using negative energy on who should do what.			We have some idea of what each person does however it doesn't stay consistent, not always clear and little process for measuring output.			We all have written job descriptions that define skills and accountability of the role with measurable goals and outcomes.			Our roles are in a defined job descriptions and updated annually with performance reviews and training and development plans.		
Igniter 8: Goals Set/Write	We don't set or write goals as a team and have no idea of practice results or what we are striving for with team, patient or production.			We tried to set goals with no luck of a plan or strategy that was followed through or evaluated enough.			We set and write updated goals each year and increase the ones that have been achieved and problem solve ones that have not.			We write goals quarterly using steps and smart principle and evaluate the progress, obstacles and celebrate wins.		



**Igniter 9: Interaction  
(Team meetings)**

	1	2	3	4	5	6	7	8	9	10	11	12
<b>Igniter 9: Interaction (Team meetings)</b>	We don't interact as a group in any type of team meeting as they are a waste of time with no impact on our performance and results.			We have had a team meeting once and it turned into a "gripe session" or members sat in silence while owner told us all what to do.			We have regular team meetings and all members are invited to add to agenda in advance and come prepared with tracking of metrics.			We have regular team meetings with a set flow of action, prepared monitors, agenda, topic guides and alternate facilitators, recorders.		
<b>Igniter 10: Shared Vision</b>	We are clueless about where the future practice is headed or how to get there. Vision is fluff to us and not tangible enough to deal with.			We have a vision somewhere and not sure who knows about it or if they could express where the practice is headed for the future.			We know the shared vision and review our progress regularly of how we are doing and how we contributed to the practice.			We live our clearly documented and displayed vision statement for team, patient and business and members are connected to the future.		
<b>Igniter 11: Team (behavior) (Unique ability)</b>	Members don't believe in self awareness or the strengths matter, we just hire who replies and hope they will learn fast and stay.			Members who are A players are confident in their talents and often are seen as working harder than others by going above and beyond.			Members are aware of their unique ability of talent and gifts and use them to perform and collaboration with other members gifts.			Members use and live their individual talents passion, strengths, and personality and the influence they have on others around them.		
<b>Igniter 12: Involvement Acknowledgement</b>	We don't get involved as a team with leader or mutual recognition, acknowledgement or appreciation for effort or incentive for success.			We don't have an involved team who offer to contribute or participate due to lack of acknowledgement, recognition or appreciation.			We stay involved with each other consistently and know how to show appreciation and recognition freely with clear reward for results.			We all consistently pay attention to individual contributions with respect, recognition and appreciation that drives engagement.		
<b>Igniter 13: Communication Tools -- Team</b>	Our team rarely communicates with each other which builds up resentment and frustration due to rampant gossip, drama and conflict.			Our team struggles to communicate openly and honestly with each other causing problems to be ignored and toxic drama and emotional burn out.			Our team communicates openly and solves problems as they arise by going to the source to avoid drama and conflict and owns their emotions.			Our team authentic, open, honest, respectful, confident, empathetic and always learning via words, tone of voice and body language.		

IGNITER	YOUR SCORE	GOAL	NOTES
Culture Awareness			
Team Building			
Stress Management			
Yardstick (Problem Solving)			
Norms / Values			
Empowerment			
Roles are defined and measured			
Goals Set/Write			

IGNITER	YOUR SCORE	GOAL	NOTES
Interaction (Team Meeting)			
Shared Vision			
Team (behaviour) (Unique Ability)			
Involvement Acknowledgement			
Communication Tools -- Team			

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