

Achieving Your Best Dental Team with the Right Tools August 2006

The popularity of makeover shows tells me that I am not alone in my love of them.

We are all captivated as the essence of the person is discovered. Then we are mesmerized as the meticulous skills of the makeover artist unveil the inner beauty until the person's confidence is revealed. It is the perfect match of inner beauty with outer beauty and a balance that opens the door to success.

This makeover method describes perfectly the program that I have followed for hundreds of matches for successful practices. Capturing the essence of the practice and skillfully, meticulously bringing the perfect team member to the ideal practice.

Achieving your best dental team requires methodically using the right tools.

One of the most effective tools is the DiSC[®] behavioral analysis. It is powerful when combined with a detailed interview. The DiSC[®] tool has been used for 30 years and has been used to help over 40 million people get to know themselves better.

Some of the benefits to employers and employees alike are:

- Discover behavioral strengths
- Value the strengths of others
- Deal with conflict effectively
- Foster teamwork and minimize team conflict
- Develop strategies to meet diverse needs
- Improve communication skills by determining communication styles
- Increase sales skill and understanding of the prospect
- Improve customer relationships
- Reduce conflict and stress
- Manage interpersonal communication better
- Enhance coaching and mentoring skills
- A great tool to use with executive coaching and mentoring

Using a direct questionnaire format that serves as a learning instrument and helps people assess how much they use each dimension of behavior in a particular situation. DiSC[®] provides a nonjudgmental language for exploring behavioral issues across 4 primary dimensions:

Dominance: Direct and Decisive. D's are strong-willed, strong-minded people who like accepting challenges, taking action, and getting immediate results.

Influence: Optimistic and Outgoing. I's are "people people" who like participating on teams, sharing ideas, and energizing and entertaining others.

Steadiness: Sympathetic and Cooperative. S's are helpful people who like working behind the scenes, performing in consistent and predictable ways, and being good listeners.

Conscientiousness: Concerned and Correct. C's are sticklers for quality and like planning ahead,

employing systematic approaches, and checking and re-checking for accuracy.

This effective analysis tool removes ambiguity and adds strength to selecting just the right person to fit your dental team. It is what Desert Dental Staffing does every day with every dental team and with every person applying for a position.

Seeing the positive effect of the right team member with the right practice is similar to the feeling of seeing someone undergo a makeover.

That is something worth watching!