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Team Meeting Agenda

1 Hour Agenda

The team should complete the Behavioral Styles assessment and the Improving Team Morale assessment before the meeting. (For the Behavioral Styles Assessment, ask them to choose responses reflecting how they behave at work.)

Ice Breaker

10 Minutes

Icebreakers set a tone for open, active communication throughout the meeting, rather than creating a “lecture-style” meeting that allows the staff to stay passive.

Examples of icebreaker questions include:

- Please share, if not limited by talent, what would your dream career be?
- What is one of your personal mantras?
- What’s one thing that makes you proud?
- Share a talent you have that we may not know about.

You can move around the room, so everyone answers according to where they are seated, or you can toss a softball to the 1st person and let them throw it to the next person to answer; make sure everyone gets a chance to speak.

Purpose

5 Minutes

Review the reasoning behind having the team take the assessments.

Another way to create a supportive, healthy environment for our team and our patients is to understand Behavioral styles and how our own actions impact team morale. The Behavioral Styles assessment is a concept, which provides insights into how people prefer to communicate. If we can understand our own style, identify the styles of team members and patients, and then adapt our communication, we can improve our work environment. The Team Morale Assessment will help us explore that as well.

Team Engagement

15 Minutes

1. Have the team make name tags for themselves with their top 2 styles from the Behavioral Styles Assessment.
2. Review the results from the assessments.
3. Has anyone taken this before? Has anything changed?
4. Have the team share any “a-has” (Be sure to share some of your own!)

Remind the team – no style is “good” or “bad”; no one’s behavior is always the same.

Team Exercises

20 Minutes

1. Ask the team to review the “Working with Each Behavior Style” listing.
2. As a team, discuss how someone might adapt their style in working with another team member or patient with a different style.
3. How might this apply to how patients show up at the dental practice?
4. Practice how you might adapt questions you ask or how you engage with team members and patients.

Remember – Role-playing can be uncomfortable; you can avoid this by asking your team questions such as, “How can one of us bring up an outstanding treatment with a patient who is a Supporter, Talker, Controller, and Doer?” This allows your staff an opportunity to share an answer without being a roleplaying model.

Wrap Up

10 Minutes

1. Ask the team the advantages of having multiple styles and adapting to others' styles.
2. Styles may impact responses on the Team Morale assessment. "Consider your style and how you may adapt to feather in some of the morale boosters listed."
3. Have each person share one thing they are committing to focusing on off the Morale assessment. Be sure you share, too.
4. Thank your staff for openly sharing and participating in this meeting; let them know you value them as individuals and feel grateful to work with a team of professionals committed to helping you create a practice in line with your vision and the practice mission.
5. Agree to review how this is being incorporated at the next team meeting.

OPTIONAL: Consider posting "shoutouts" for team members when you see them "flexing" their styles. Gumby or Flex Awards can be given.

Materials

Pre-Work

- Behavioral Styles Assessment for every team member
- Team Morale Assessment for every team member

Meeting

- Softball for the icebreaker
- "Working with Each Behavior Style" for every team member
- Name Tags and Markers – have a few more than the number of team members