

COMMUNICATION AND GRATITUDE ACTIVITIES

1. ACTIVE LISTENING INFLUENCES

- Case Acceptance
- Productivity
- Customer Experience
- Patient Experience
- Social Media Reviews
- Negotiating
- Conflict Avoidance

Effective Communication Begins with Active Listening

2. TRAVELING TROPHY



*Every Friday a team member passes a "trophy" onto another team member in recognition of a job well **done!***

Bi-Directional Leadership

Reduces
Improves
Increases

TUNOVER
ENGAGEMENT
PRODUCTIVITY

Where Do You Experience Communication Challenges?

PATIENTS	PLAYERS (TEAM)	PRACTICE

3. GRATITUDE JAR

Gratitude Intervention

*Regularly write down things
you are grateful for.*

Share weekly / monthly at all team meetings.



4. COURAGEOUS CONVERSATIONS


Improved Communication Leads To:

- **TRUST**
- Enhanced **RELATIONSHIPS**
- Job **SECURITY**
- **REWARDS / Incentives**
- Patient **LOYALTY**

SPECIAL OFFER (FOR ATTENDEES ONLY)

TEXT: COMMUNICATE TO: 66866

5. COPY CAT



Copy Cat: Matching Body Language

Pair with someone
Select #1 or #2

#1 Tells a 2-3 minute story

#2 **matching** #1 during story

Matching is a general image of the other person

OTHER IDEAS

1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

6. LANGUAGE CHOICES

Language	Choices
Cleaning	Dental Wellness Visit
Flossing	Interproximal Plaque Removal
Deep Cleaning	Periodontal Therapy
Scaling / Root Planning	Inflammatory Therapy
Gum Disease	Oral Inflammation
A Little Bleeding	Hemorrhage
Bleaching	Whitening
Recall	Maintenance Therapy
Cavity	Active Tooth Decay
Confirm	Remind

CALL TO ACTION

<u>Action Items</u>	<u>Person Responsible</u>	<u>Deadline</u>

Practice Active Listening	Every Day
Traveling Trophy	Weekly
Gratitude Jar	Ongoing
Courageous Conversations	Use Verbal Softeners
Copy Cat	1:1 Practice

SURVEY

Survey URL:
<https://bit.ly/3Jg9amC>



Lisa Copeland, RDH, CSP, CVP , is a Gen X and an IRONMAN!
 Her career has been focused on sharing her 30 year clinical and corporate expertise, virtually or live, in diverse cultures that span the globe.



NOTES
