

Survival in the Dental Practice Jungle!

With Kristin Nickells, Certified Executive Coach for Dentists

Choose your words. Change the game!

LISTEN LIKE YOU'RE WRONG!

What do you gain from being right?

_____ / _____ / _____ / _____

What do you lose?

_____ / _____ / _____ / _____

What changes when you listen like you're wrong?

- Demeanour Body Language Openness
 Curiosity Trust All of the above

Listening like you're wrong enables you to hear and in turn be heard. It is not acquiescing - it is a way to stay open and curious. It enables you to choose your words and change the game.

Notes

H. E. L. P!

H.E.L.P! is a 4-step Communication Tool used to turn a disgruntled patient into a happy one! (and it works with your teammates too!)

H _____ Listen without interrupting

E _____ Thank you, Repeat, Acknowledge

L _____ See their side

P _____ The fix

(Hear them out, Echo Sandwich, Lens, Promise)

Notes

SURVIVAL IN THE DENTAL PRACTICE JUNGLE!

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HeartSpeak! Choose your words. Change the game.

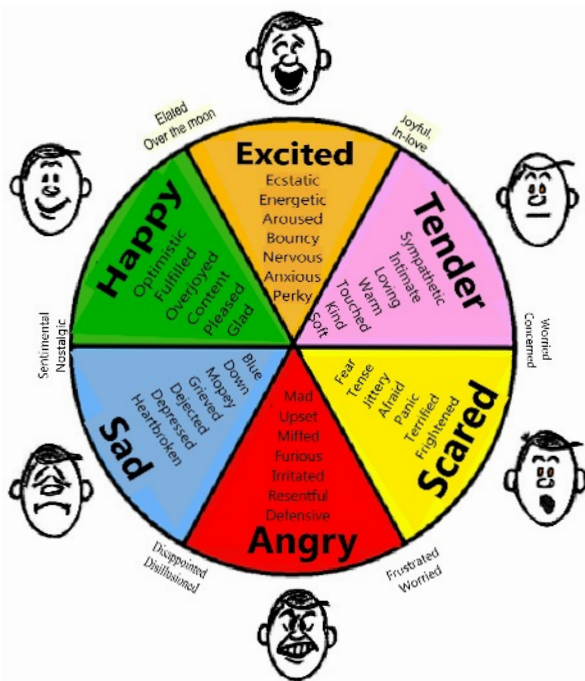
We often assume that others will just know what our expectations are. When they don't, and our expectations are unmet, it jolts us. We can respond with anger, accusation, blame, or worse.....silence!

Anger and silence create and maintain tension that undermines a team, destroys morale, damages relationships and reduces productivity - it sucks the joy right out of our work!

Being able to express our needs and feelings in an emotionally charged situation, opens a door to dialogue, the first step in resolution.

DIALOGUE IS THE _____ TO UNDERSTANDING. UNDERSTANDING IS THE _____ TO RESOLUTION!

- I SEE** Establishes your 'come from' place. Your perspective in neutral terms. "I notice...."
- I FEEL** Your common ground.; the heart in HeartSpeak. Humanizes and softens. Define what you are really feeling. Use the chart to drill down to your true and honest feeling.
- I NEED** Expectations are needs in fancy clothes. Needs are usually related to values and principles. Express the need that is not being met.
- I ASK** Putting actions to your words. Make a specific & realistic request of the other person.



THE FEELINGS WHEEL

BORDERS AND OVERLAPS:

- ANGRY/SCARED = Resentful, Frustrated
- SCARED/TENDER = Worried, Concerned
- TENDER/EXCITED = Joyful, In-love
- EXCITED/HAPPY = Elated, Over the moon
- HAPPY/SAD = Sentimental, Nostalgic
- SAD/ANGRY = Disappointed, Disillusioned