THE HIGH PERFORMING TEAM PLAYBOOK

"To exceed the expectations of others, start by raising the expectations of yourself."
Craig Groeschel

THE 7 PLAYERS OF A HIGH-PERFORMING TEAM:

1. Mission, Vision & Core Values
2. Accountability
3. Engagement
4. Attitude
5. Execution
6. "Raving Fan Service"
7. Communication Skills

1. Our Mission _____

_____

_____

2. Our Vision _____

_____

_____

3. Our Values _____

_____

_____

What makes a good day? _____

_____

What makes a bad day? _____

_____

What can we improve to guarantee MORE of the good days? _____

_____

GOAL SETTING: KEEP THEM SMART!



SPECIFIC | MEASURABLE | ACHIEVABLE | RELEVANT | TIME-BOUND

TAKE ACTION!

ACTION ITEM	PERSON RESPONSIBLE	TIME FRAME	STATUS

PIVOTAL PATIENT TOUCHPOINTS

GENERAL PRACTICE

Rate yourself on each touchpoint at your perceived level of execution:

TOUCHPOINT	Excellent/Always	Average/Sometimes	Poor/Never
• Initial Phone Conversation	_____	_____	_____
• Scheduling & Confirmation	_____	_____	_____
• New Patient Information	_____	_____	_____
• Greeting/Check-in	_____	_____	_____
• Seating	_____	_____	_____
• Treatment/Evaluation	_____	_____	_____
• Patient Education on Treatment	_____	_____	_____
• Case Presentation	_____	_____	_____
• Financial Consultation	_____	_____	_____
• Scheduling of Next Appointment	_____	_____	_____
• Patient Checkout	_____	_____	_____
• Follow-up on Treatment or Consultation	_____	_____	_____
• Referrals & Reviews	_____	_____	_____
• Practice Promotion, Marketing & Outreach	_____	_____	_____

If you rate yourself Excellent/Always - celebrate your work well done and strategize how you will continue to excel in this area.

Average/Sometimes or Poor/Never - Set goals and action items that will help you map out improvement, work on that refinement, get your entire team on the same page, practice your execution and measure your progress.

NOTES:

"A great dental team is a group of leaders working cohesively toward a common set of goals."
Cathy Jameson, PhD