

Demon #2: The respect

- “I’ m not concerned with your liking or disliking me. All I ask is that you respect me as a human being.”

-- Jackie Robinson

How do you get respect?

- You don't deserve it until you earn it
- Take care of **your own** business.
- Always go one step further.
- Be good at what you do.
- Conduct yourself professionally.
- Be yourself.
- Let your actions be a role model for others.

How do you get respect?

- During an evaluation process, listen to the feedback with an open mind. Then follow through on what was said.
- Be open to criticism. Grow thick skin.
- Criticism is a path to opportunity.

Demon #2 – The respect

- Remember, you earn respect.
- How about gaining respect by suggesting some ideas to improve the practice?
- Here's one ...
- Patients expect you to have immediate answers to their basic questions.
- How about suggesting that the team tracks the common questions that patients ask.
- At your staff meetings, discuss these common questions and develop the practice's standard answers.

Demon #2: The respect

- “Feedback is vital to the growth of an employee. People want feedback. They want to know when things are going well and when they need to improve. No one wants to be doing a job poorly. Give people the respect they deserve by speaking to them in a proactive, constructive manner.”

--- Cathy Jameson

Demon #2 – The respect

- You are never, ever “just a dental assistant.”

A true thought?

THOUGHT FOR THE DAY

- A person who feels appreciated will always do more than is expected

Demon #3 – Getting along?

- Rodney King's famous quote during the Los Angeles riots of 1992 ... "I just want to say, you know, can we all get along?"
- No.
- What is it about that other person that bothers you?
- Do you have the guts to talk to that person about the problem?
- Keep an open mind, open ears, and use soft words.
- With a small staff, teamwork is key. If the practice doesn't succeed, you won't succeed or prosper.

One of my favorite mottos...



Two thoughts to think about

- What makes you different and stand out above the rest of your colleagues in this room?
- How do you make sure your differences work together in your practice?

Mission statement: The why

- You should always come to work in pursuit of your “why”
- All decisions about the practice come from the Practice Mission Statement
- Re-visit it daily
 - Post in breakroom
 - Use it in normal conversation
 - Put it on your website

Your mission statement

- What is important to you?
- Why do you go to work every day?
- Create 1-2 sentences to remind yourself of this.

Demon #3 – Getting along

- Most well-attended course at a recent AADOM gathering was on “discussing conflict, tension, and gossip.”
- BOAT ... Beliefs, Opinions, Assumptions = Truth

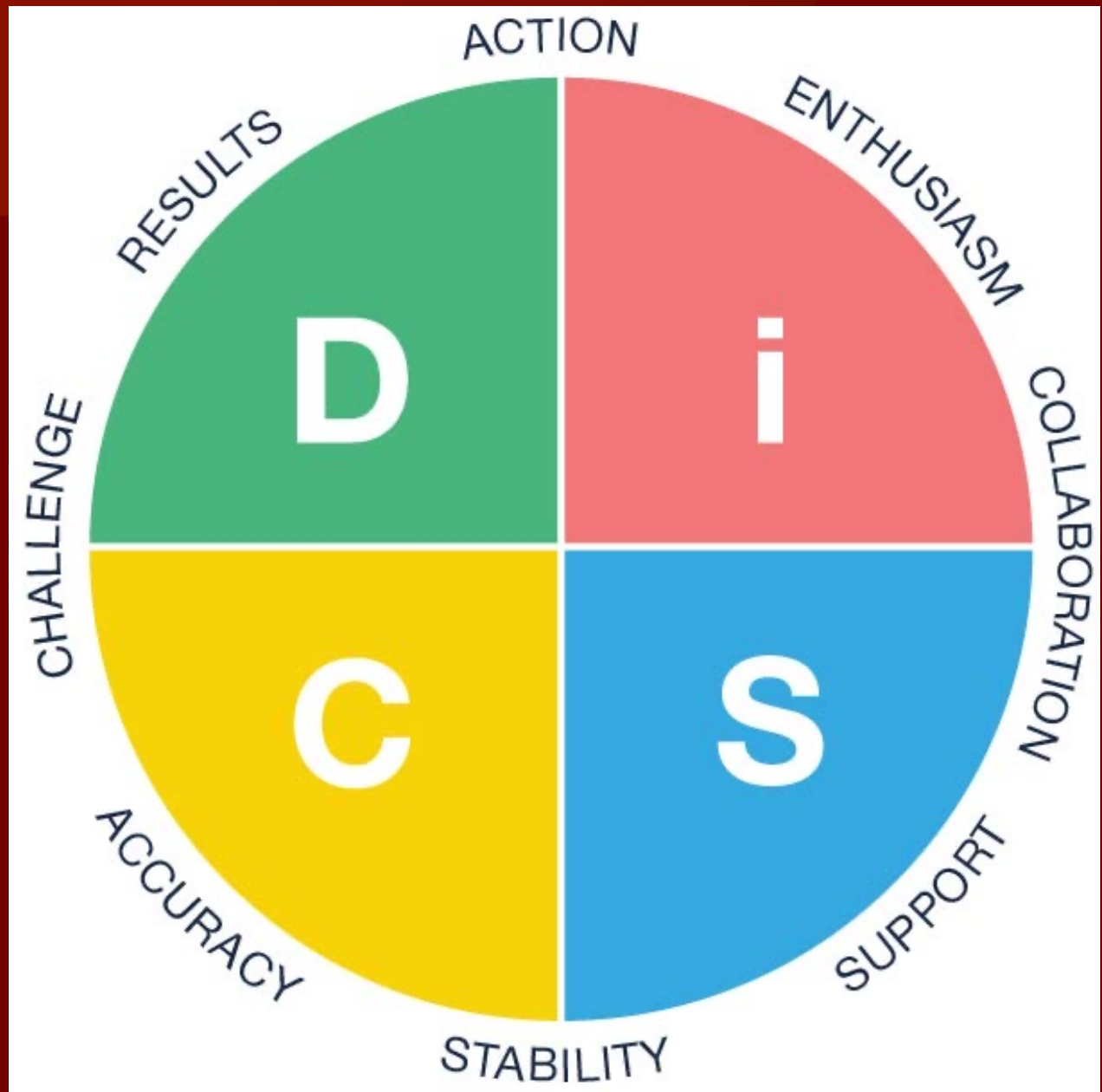
The Avengers



Remember?

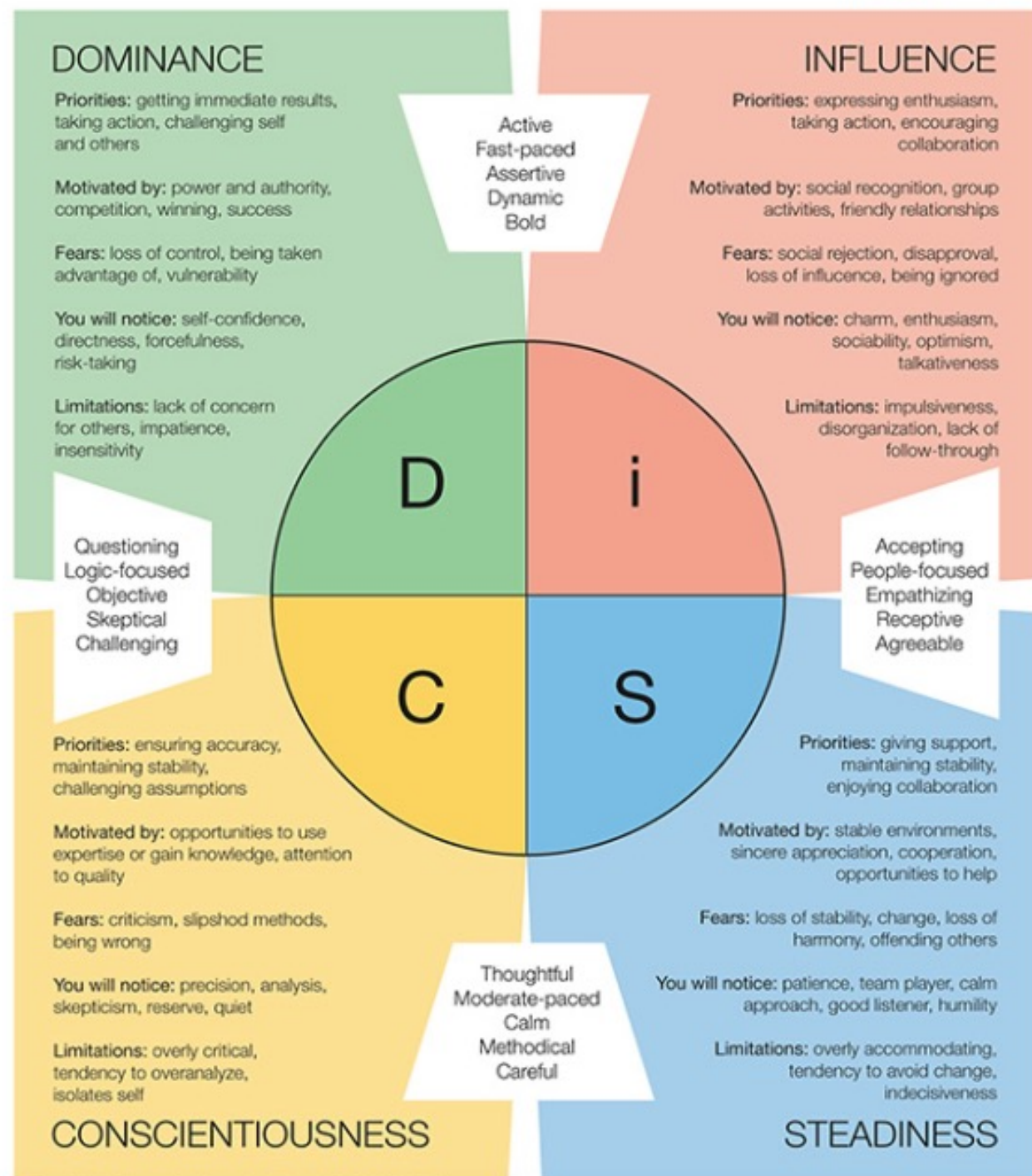


Let's talk DiSC

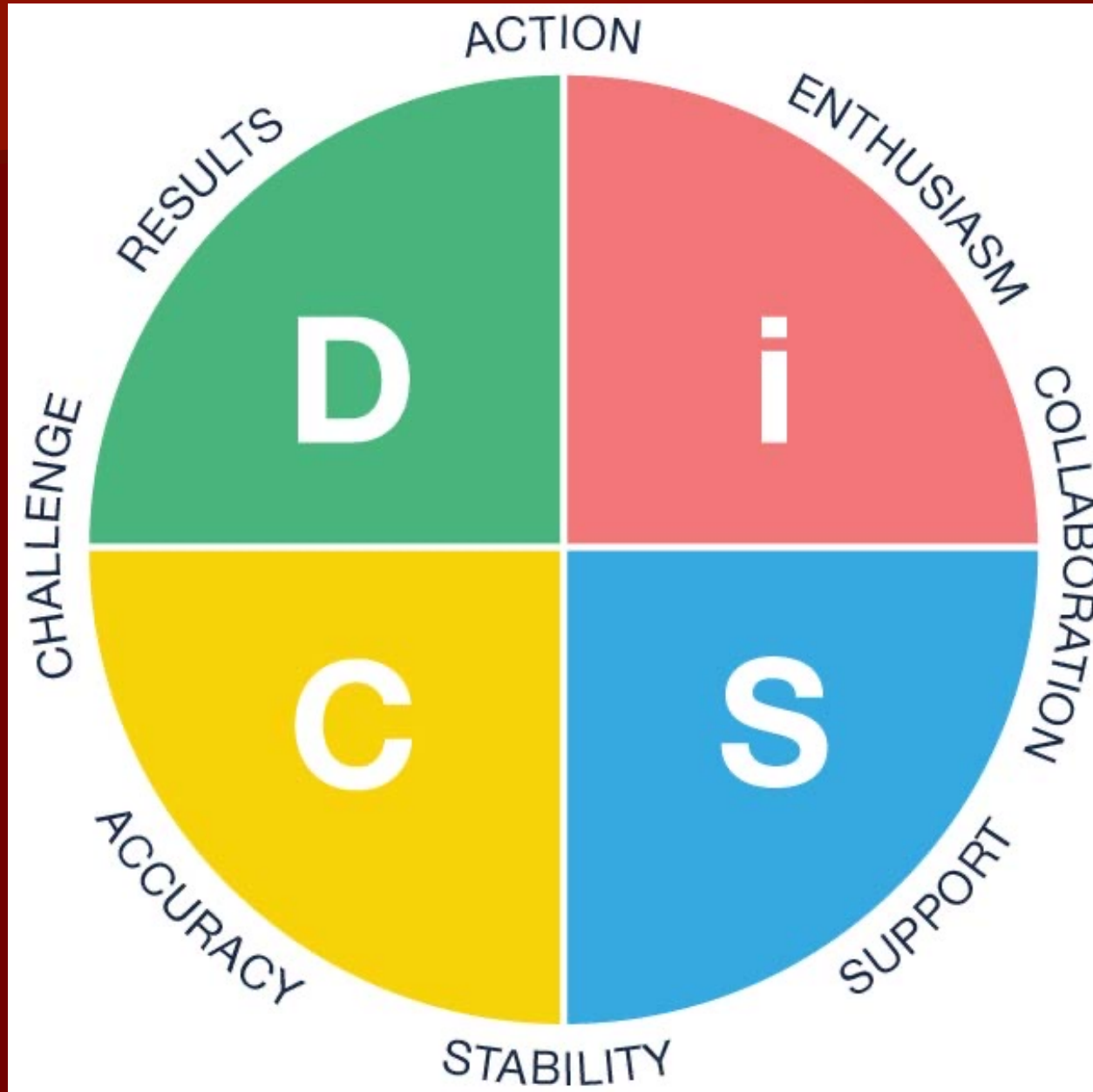


Let's talk DiSC

OVERVIEW OF THE DiSC® STYLES



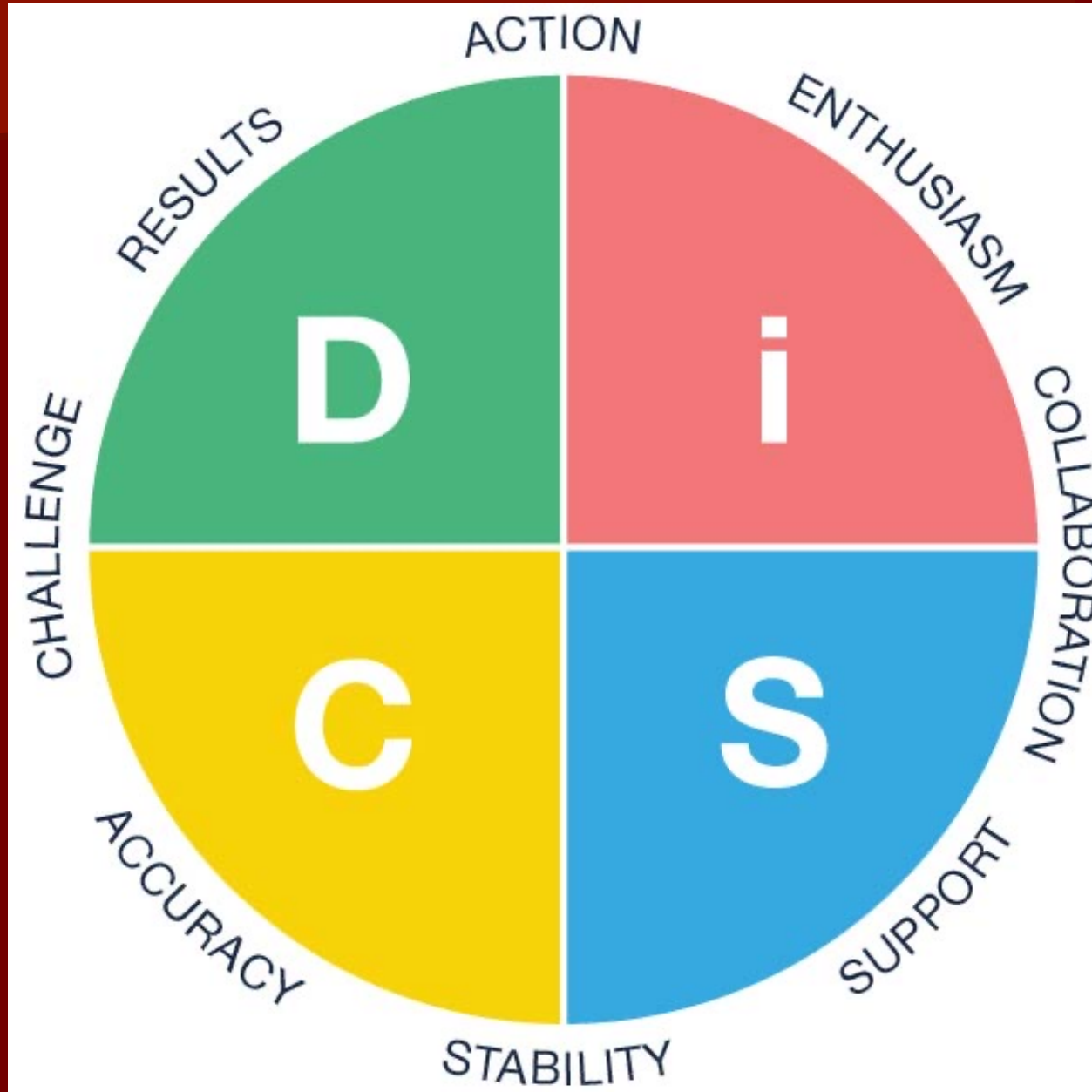
How do you know where you fall?



Fast-paced and
outspoken

Cautious and
reflective

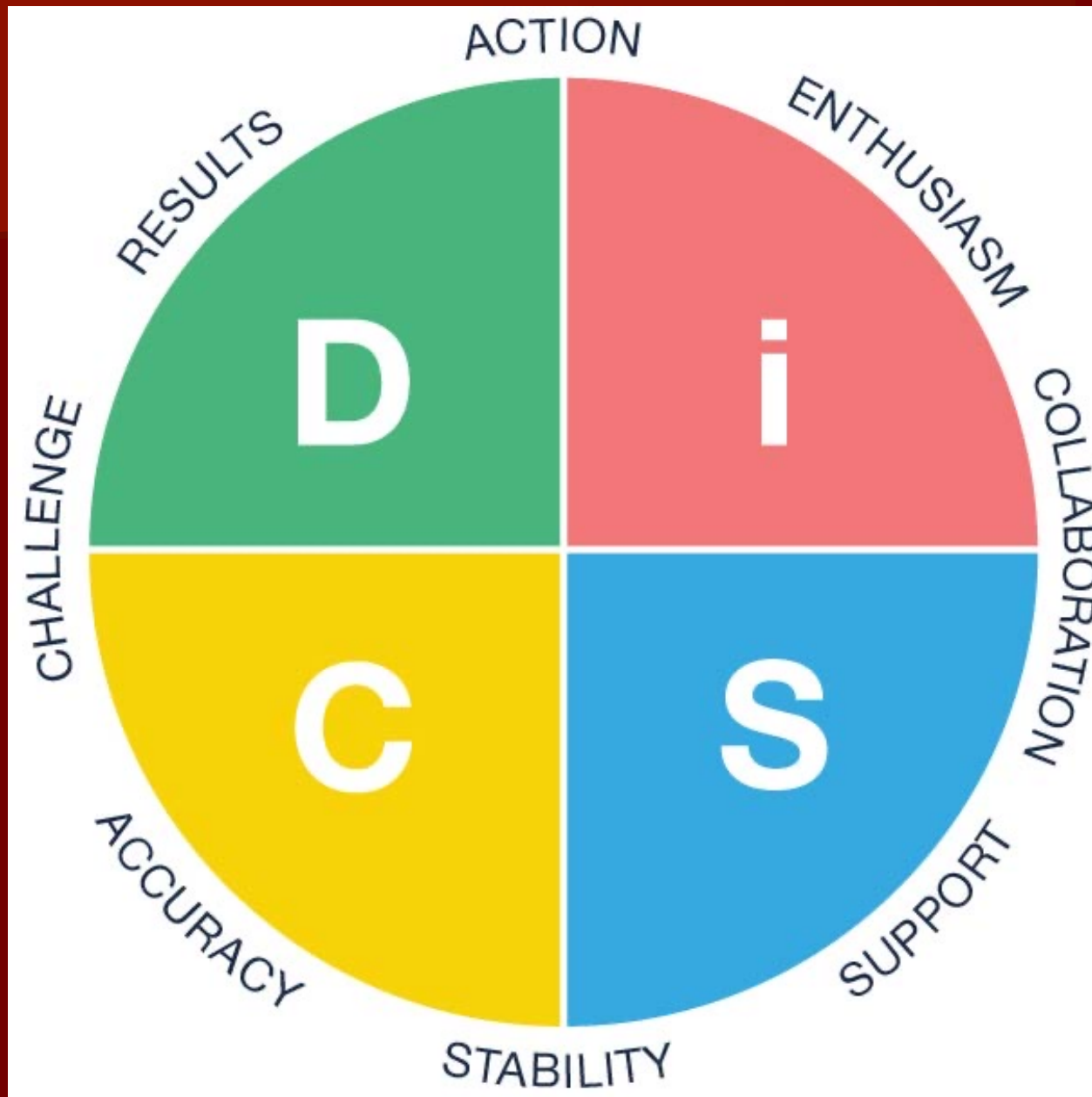
How do you know where you fall?



Questioning
and skeptical

Accepting
and warm

Fast-paced and outspoken

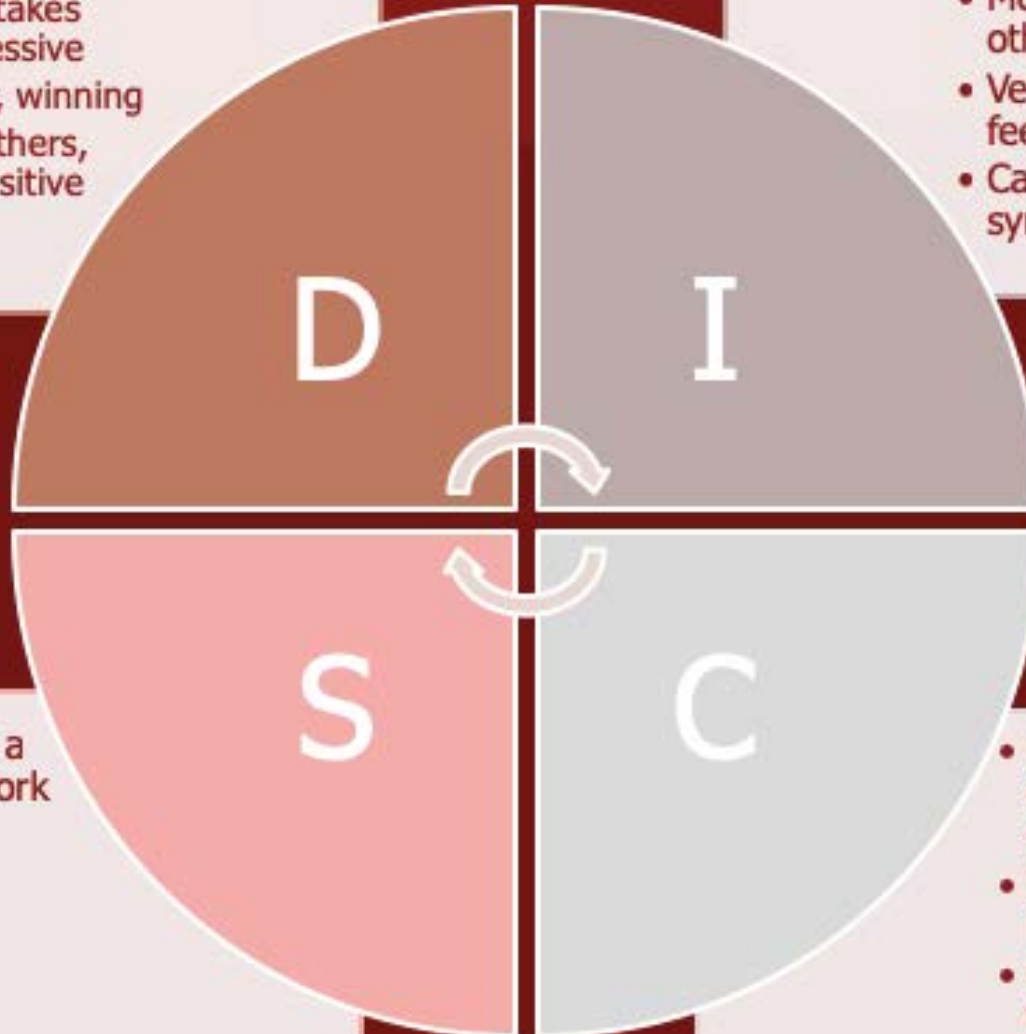


Questioning
and skeptical

Accepting
and warm

Cautious and reflective

- Immediate results, takes action, direct, aggressive
- Motivated by power, winning
- Lacks concern for others, impatient and insensitive



- Motivated to influence others
- Verbalizes thoughts and feelings
- Can be impulsive and sympathetic

- Motivated to create a stable, organized work environment
- Loyal, team player, attention to quality
- Tendency to avoid change, overly accommodating

- Motivated to use expertise, attention to quality
- Works well independently
- Can be overly critical, tendency to overanalyze

Think about a radio...



Just passing this along...

if you're having a bad day... here's a smiling alpaca



How can you use this personally?

- Think about that other person in the practice (or in your life) who causes you to grit your teeth?
- What personality would you assign to them based on what we've talked about today?
- How can you relate to them better by tweaking how you approach them?

Some tips for getting along

- Ask, don't assume.
- You be the bigger person.
- Avoid controversial topics.
- Do more listening than talking.
- Don't participate in office politics.
- Do your job and focus on that.
- Keep your emotions in check.

Something to always remember...



**EAGLES
DON'T FLY
WITH PIGEONS**

@JMZCAVJR

Tribute at Camp Pendleton



Some tips for getting along

- **Be patient.** Resolving a workplace conflict with someone often takes time. It will take time for someone to forgive you for a transgression, and vice versa.