

HOW PEOPLE WHO AREN'T BORN LEADERS, LEAD



ANKUR GUPTA, DDS





WELCOME!

This handbook suggests practical ways to improve your leadership and motivate your team.

Thank you for your time and participation today. I welcome and encourage you to continue the conversation with me at the contact information below.

Be happy, be healthy, and be better,

Ankur Gupta, DDS

734.972.8936

dr Gupta@northridgevillefamilydentistry.com

www.bebetterseminars.com



 facebook.com/emailankur

 [@bebetterseminars](https://instagram.com/bebetterseminars)

Copyright © Ankur Gupta, DDS
BeBetter Seminars

This material has been researched and prepared by Ankur Gupta DDS / BeBetter Seminars. Please do not share or reprint without express consent.

Thank you.

LEADERSHIP

Here is a list of our expectations:

- Be good at dentistry
- Have a good bedside manner
- Make enough money
- Be a good person, a good parent, a good spouse, a good neighbor
- Look good, be fit
- Serve your community
- Don't have a messy house
- Motivate your team
- Inspire your team
- Provide your team with a clear set of expectations
- Hold your team accountable
- Create a culture that is positive and consistent
- Be a pleasant person to work for
- Show a lot of appreciation, without expecting much in return
- Avoid falling short in any of the above, because if you do, you are both a fraud and a failure. You probably have a low IQ and a hairy butt, and definitely shouldn't run your own business.

NOTES

Creating a job description

- Every team member must:
 - List everything that they do (that isn't obvious)
 - List the things that should get done, but rarely do
 - List the things that **only one person** knows how to do

The down-time checklist

- Does a patient need to be seated?
- Check the sterilization area
- Check to see if any ops need to be turned over
- Check the inventory in my op
- Check the back to see if any shipments have come in, and start unpacking them
- Make giveaway bags
- Do lab work

These should be listed in order.

Accountability Survey

- Do you think accountability is important in this office?
- Do you think people are currently held accountable in an appropriate manner?
- Do you feel you would want someone to hold you accountable for your actions? If so, how would you want that to be addressed?

NOTES

Employee Grid

Date	Name	Incident/Note	Reprimand
4/18/23		Was 15 minutes late to huddle	verbal
5/14/23		Came in early to organize consent forms	
5/23/23		Was rude to another employee in front of other employees and patients	written/signed
5/30/23		Totally unprepared at morning huddle	
6/19/23		Left early to attend son's baseball tournament	

This should be contributed to in real time as a Google Doc

IDS-real-time

- Real time coffee stains
- Real time projects
- Maintenance issues
- Shoutouts
- Cheat sheets
- Asana responsibilities
- Accountability

For us: 8:30 - 9:30 on Monday mornings

NOTES

EXAMPLES

Real-time coffee stains:

- Can we make a cheat sheet for surgical guides?
- There are a lot of old lab cases taking up space, can we go over which can be thrown out?

Real-time projects:

- I want to audit every instrument cassette and toss the grody or broken ones
- I want to re-organize the implant cart

Maintenance issues:

- The air/water syringe in room 3 is leaking
- The chair in 7 makes a really loud noise whenever I recline the patient

Shoutouts:

- Thank you Kristy for staying late to go over fees with that patient. She seemed so at ease when she left.
- Thank you Katie for seating my patient and taking BWX when I was running late.

Cheat sheets:

- How to:
 - calibrate the scanner
 - send a CT to the lab
 - New patient interview
 - Clear aligner photos and data

Responsibilities and accountability, using Asana

Anytime a person takes it upon themselves to fix a coffee stain or complete a project, that is put on a to-do list and assigned to the person on Asana, so that individuals can be kept accountable in real-time

Team Meetings

- These must be positive, inspirational, and energizing
 - Any major office improvement
 - Any major office project
 - Philanthropy
 - Scripting and Rehearsal
 - Fun

Next team meetings/events

May 12

- What are some hands on things you want to discuss at team meeting?
- Potentially discuss same day tx avg, was april 1000 a day?
- Practice scanning for perio protect
- Discuss the delegate to elevate – what we wanted to get better at
- Front desk responsibilities
 - Checking pt in
 - Processing payment/collecting money including in the ops with new rectangle app
 - Renewing premier plan
 - Simple tx plans
- Book club book: Comfort crisis
- How to put a quick note in chart without marking something complete -AG
- Jaclyn and Dr. Arif: New perio classification Would one of the hygienists go over the new AAP classifications either here if we have time or at a team meeting?

Office improvements/Projects/Philanthropy

Month 1: Practice Vision

Month 2: Coffee Stains

Month 3: Personal Best Practices

Month 4: Money Day

Month 5: Philanthropy Day

Month 6: Extraordinary Customer Service

Month 7: Internal Marketing Musts

Month 8: New Patient Experience

Month 9: Personal Goal Setting

Month 10: Dental Equipment Day

Month 11: Dental Service Day

Month 12: Fun Website/YouTube/Social