



A Note From JoAn Majors, RDA, CSP®

Content Creation Specialist, The Soft Skills Institute, LLC

Thank you for visiting our website. I hope you'll find something that will help you in your journey for growth while providing a greater patient experience made possible by investing in your team. Attached you will find a sample of one of the courses we offer. The YOT or Year of Transformation is a compilation of some of our bedrock content that helps create predictable results with the implementation of systems your team will come to rely on. This is perfect for use with new team members, for review in meetings or by assignment even as our library continues to grow with your suggestions. This program is designed to be delivered in two ways: a drip fashion by prerequisite following training or as a complete course immediately available to your team leaders.

Our online content is an augment to our live or virtual events and designed to be scalable and affordable for today's busy practice that often can't shut down entirely for these types of trainings. We offer full seminar opportunities for study clubs and groups, workshop style learning and even train the trainer so that your operations, team leads, or managers can deliver this online content in small snackable pieces that can be more easily digested and implemented.

In addition, you'll find one sample agenda that is a part of the YOT course. You can see how easily we make it for you to do what needs to be done to have your team consume the content without the pressure of long drawn out and often expensive meetings. We're here to help and are happy to offer custom training packages (and online content) based on your needs and desires. To learn more or get a quote, e-mail Jeannie, info@thesoftskillsinstitute.com Subject: Soft Skills Quote. We can schedule a fact-finding call to learn how we can assist you in your practice growth.

See you on the road...or on the web,

JoAn P. Majors

12 MONTHS OF LEARNING

Designed for your team

TBD Telephone Handshake Intro (4:47 min) Telephone Handshake Beginner (8:47 min)
1 Quiz

TBD Transfer of Power: Team Huddle (5:34 min)
1 Quiz

TBD Engage with Open Arms: Intro & Input (7:49 min)
1 Quiz



TBD Transfer of Power: Asst. to Dr. (4:02 min)
Transfer of Power: Asst. to Admin (5:22 min)
2 Quizzes

TBD Transfer of Power: Hygiene to Dr. (5:46 min)
Transfer of Power: Hygiene to Admin (4:51 min)
2 Quizzes

TBD Open Arms Example (2:24 min)
Engage with Open Arms: Permission (7:48 min)
1 Quiz



TBD Engage with Open Arms: Apology (8:25 min)
1 Quiz

TBD Transfer of Power: Dr. to Specialist (5:59 min)
1 Quiz

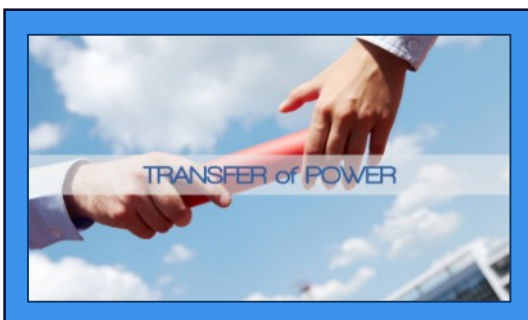
TBD Savvy Lingo (4:14 min)
Cancellations: No Shows (11:33 min)
1 Quiz



TBD Looking Forward (10:35 min)
Pre Appointing: Patient Loyalty (6:06 min)
1 Quiz

TBD Emergency to Hygiene: Pre Appointment (6:17 min)
1 Quiz

TBD Telephone Handshake Intermediate (15:23 min)
Telephone Handshake Close (6:02 min)
1 Quiz



The Soft Skills Institute

Meeting Agenda 3 – Engage with Open Arms – Intro & Input

Month 3- Year of Transformation

Brief Description:

This video training module and exercise is to help all members of the team develop a deeper understanding of engaging the patient. This means less telling and intentional asking. Keeping the patient engaged in the conversation about treatment will result in more patients accepting the care they need and that you have prescribed.

Objectives:

- Learn to pause when asking questions
- Allow the patient to keep up with the conversation
- Engaging creates greater understanding and value for the treatments prescribed

Begin Meeting:

View Video:

Engage with Open Arms – Intro & Input

1. Use the following in addressing the accompanying scenarios:
 - a. Am I on track?
 - b. Does this make sense?
 - c. Tell me more about that?
 - d. Help me understand?
 - e. Is that correct? Or Am I correct?

2. Scenario 1:

Dr.: “When you lose teeth, you lose bone...” (use one of the samples above to engage the patient)

Scenario 2

Patient says, “I would really like to have this done but I’ve always heard you shouldn’t have a root canal because they hurt, they don’t last or could make you ill.”
(use one of the samples above to engage the patient)

Scenario 3

Team: 'So, you'd like to have this tooth restored/repared before your son gets married in June...' (use one of the samples above to engage the patient)

Scenario 4

Team; "Mrs. Patient, how can we help you?"

Patient says, "I'm really tired of my teeth bothering me. I'm concerned I'll have to have treatment yet I'm afraid. I know I need to do something, but I don't know what my insurance will pay for." (use one of the samples above to engage the patient)

Discuss Your Suggestion:

Share your suggestions as a team around the table or in small groups.

- What did you hear that made sense?
- What did you share that resonated with your team?
- How will you practice this skill of engaging patients?

Schedule Your Next Meeting:

Give instructions for review of next meetings content.