



10 MIN TEAM REFLECTION: GUIDING PRINCIPLES - 3 KEY QUESTIONS

Purpose: To quickly surface what matters most to each team member and discover shared values that can shape your team's guiding principles.

Instructions:

- Take 5 minutes to reflect individually.
- Then spend 5 minutes as a team sharing and identifying common themes.
- Write short, honest responses — just a few words or phrases per question.

Individual Reflection (5 minutes)

What do you consider most important in life (personally and professionally)?

What gives your life meaning and purpose?

What makes you happiest, most satisfied, and most fulfilled?

Team Discussion (5 minutes)

As a group, briefly share one idea or value from your reflections.

Then answer together:

How can we represent all of our guiding principles as a team of unique individuals?



5 MINUTE SELF-REFLECTION: SETTING OUR TEAM MEETING GROUND RULES

Reflection Questions:

What makes a meeting feel productive and worthwhile to you? Think about what helps you stay focused, engaged, and leave with clarity.

What behaviors or habits make meetings frustrating or unhelpful? Consider things that waste time, limit voices, or cause confusion.

How do you personally contribute best in meetings? Do you prefer speaking up, adding ideas in chat, reflecting first, etc.?

What helps you feel heard and respected in a discussion? Think about tone, turn-taking, facilitation style, or follow-up actions.

What one ground rule would make our team's meetings better right away? This can be something we start, stop, or continue doing.



GROUP ACTIVITY: PLANNING CHANGE WITH ADKAR

Purpose: To help our dental team clearly understand and plan a change that will improve our patient care, teamwork, or office systems using the **ADKAR** model — **A**wareness, **D**esire, **K**nowledge, **A**bility, and **R**einforcement.

Step 1: Identify the Change

As a team, agree on one change you want to make.

Examples:

- Improving case acceptance
- Strengthening our multidisciplinary comprehensive cases
- Enhancing the patient experience
- Strengthening communication between our front desk and clinical team

Our change goal:

Step 2: Discuss the ADKAR Steps

Use these prompts to guide your group conversation. Write ideas under each heading or have each person share aloud.

A – Awareness

Why is this change important for our team and our patients?

D – Desire

What will motivate us to support this change? What might make it hard to want this change?



GROUP ACTIVITY: PLANNING CHANGE WITH ADKAR

K - Knowledge

What do we need to know or learn to make this change successful?

A - Ability

What tools, time, or support do we need to apply this change in daily work?

R - Reinforcement

How will we make sure we keep the change going over time?

Step 3: Agree on Next Steps

Together, list 2-3 simple actions the team can take this week to start the change.



REELING IT IN —

A COURAGEOUS CONVERSATION SCENARIO:

Dr. Taylor's periodic exams often run long because he chats about bass fishing. Patients enjoy it, but it's causing schedule delays.

Purpose: To briefly discuss how the team can approach this conversation using our six courage principles.

Step 1: Prepare with Intention

What's our goal in having this conversation, and how do we want Dr. Taylor to feel afterward?

Step 2: Stay Centered on Why

How does this connect to our shared purpose—patient care, teamwork, and efficiency?

Step 3: Use Curiosity, Not Assumption

What curious or open-ended questions could we ask Dr. Taylor instead of making assumptions?

(e.g., "How do you balance connecting with patients and staying on schedule?")



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Step 4: Speak from Experience

How can we share the impact using 'I' statements instead of blame? (e.g., "I've noticed we're running behind, and it's stressful for the team.")

Step 5: Listen Actively and Empathetically

How can we make sure Dr. Taylor feels heard and understood, even if we disagree?

Step 6: End with Collaboration

What's one solution we could co-create—like a cue or time check—that helps us all succeed?



APPLYING THE DISNEY PHILOSOPHY TO THE DENTAL COMMUNITY

Walt Disney's approach to leadership and appreciation can offer valuable lessons for the dental community. By focusing on people, collaboration, and experience, specialists and general practitioners can create a culture of excellence, trust, and joy—just like Disney did with his teams.

1) “It takes people to make the dream a reality.” – Build a Shared Vision

Just as Disney relied on artists, engineers, and performers to bring magic to life, dental success depends on collaboration between GPs, specialists, hygienists, assistants, and administrative staff.

- Establish a shared mission rooted in patient experience — not production numbers.
- Reinforce that every role contributes equally to the “guest experience” (the patient journey).

2) Recognize Every Contribution

Disney made a point to celebrate both the stars and the stagehands. In dentistry, that means recognizing:

- Specialists who provide advanced care.
- GPs who maintain long-term patient relationships.
- Team members who manage scheduling, sterilization, or patient comfort.

Create a culture of mutual appreciation between providers: specialists thank GPs for trust and referrals, and GPs acknowledge the expertise that supports their patients' outcomes.

3) Focus on Experience, Not Just Service

Disney knew that people don't just remember what they see — they remember how they feel.

- Encourage every dental professional to view patients as guests: greet warmly, communicate clearly, and celebrate small wins.
- Specialists and GPs can collaborate to create a consistent, patient-centered experience across all touchpoints.



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4) Lead with Curiosity and Gratitude

Like Walt walking through Disneyland, leaders should regularly check in — not to critique, but to connect.

- Ask: “What’s working well?” and “What could make your day easier?”
- Express gratitude publicly and specifically: “Dr. Kim, thank you for the thorough consult notes — they made the patient’s next visit seamless.”

5) Empower Creativity and Ownership

Disney trusted his people to bring ideas to life.

- Encourage your dental teams and referral partners to innovate: try new patient education tools, develop cross-specialty case reviews, and share ideas for improving the referral experience.
- When professionals feel their ideas matter, engagement and collaboration naturally grow.

The Disney magic wasn't about fantasy — it was about how people were treated. When appreciation, collaboration, and curiosity guide dental teams, patients feel the difference, trust deepens, and the entire dental community thrives.