High-performance teamwork

To achieve your goals, you need a hard-working and motivated practice team behind you. Petra Jones, David Bloom and Jay Padayachy of Senova Dental Studios on how to boost morale so staff work well together.

The key to creating a successful practice team is good leadership. Leading by example and working with your staff to develop your practice’s key objectives will encourage all members to interact and get involved. Although strong leadership is an important factor, there are other important features, such as common goals, self-confidence, open communication, clearly defined roles and responsibilities, mutual respect and trust, attention to detail and decision-making, that combine to create a successful practice team.

Time to change?

You will always achieve the same result if you do the same as you have always done. So how can you change the way you and your fellow team members work, not only to meet the expectations of your clients, but also exceed them?

Thinking about what your staff already do and know can open a clear pathway for personal development plans. How many of your staff has an individual personal development plan? When did you last appraise your staff? Do you know each staff member’s career aspirations? By doing this, you can give each member of your team a clear understanding of what is expected of them in the practice, to make sure that achievements are made right the first time in support of your practice revenue.

Developing your staff

But how do you monitor the progression of your practice and identify your mission and vision? One of the easiest ways is to make sure that each staff member has a copy of their performance contract specific to their role. This will enable them to look at how their own targets and performance standards merge with the practice objectives.

Discuss the priorities with each member of the team. Will everyone be responsible to plan, monitor and develop an individual’s development direction and learning plan? It will help manage performance, review progress and track benefits and learnings from successes and failures. Getting ownership will enable the team to become high performers. Challenges then become exciting instead of a barrier. Providing the right tools will also alleviate barriers.

Reflecting on your style

Meeting objectives is rewarding and satisfying, so appropriate training and coaching will always encourage self-management. Celebrating success will always raise morale and can change an individual’s behaviour. When did you last listen effectively to a member of your team? Effective listening will allow you to try and understand other people’s opinions. This is a positive factor that is satisfying to many individuals. A little praise goes a long long way. When did you last praise a member of your team? Have you praised a member of your team?

Providing the right tools will also encourage self-management. Challenges then become exciting instead of a barrier. Providing the right tools will also alleviate barriers.

Feeling factors

Meeting objectives is rewarding and satisfying, so appropriate training and coaching will always encourage self-management. Celebrating success will always raise morale and can change an individual’s behaviour. When did you last listen effectively to a member of your team? Effective listening will allow you to try and understand other people’s opinions. This is a positive factor that is satisfying to many individuals. A little praise goes a long long way. When did you last praise a member of your team? Have you praised a member of your team? Positive coaching can be so much fun.

A high-performing team will work together with clear objectives, having those regularly reviewed and where freedom of expression is encouraged.

Having the right person in the right place at the right time will support your revenue. You are only as good as your team, after all. So if you manage the resistance to change now and give them the opportunity with their own personal development plan to be involved, own their objectives and implement them in a high standard and show other practices that they are a high performing team. Are you proud of your team? We are extremely proud of ours and they perform to a high level and take satisfaction and pride in delivering the practice mission.

No mission is impossible. High performing teams can be achieved with the right training and guidance.

About the authors

Petra Jones

joined Senova Dental Studios as practice manager in 2006, having worked previously for 24 years in retail. As the company diversified, Petra helped to open a local dental practice for this company. She later became practice manager for the company’s dental centre of excellence. Petra is a member of the BDPPA and The卦ed Chamber of Commerce.

David Bloom

has been a principal at Senova Dental Studios since 1990 focusing on comprehensive restorative and cosmetic dentistry. David was appointed President of the British Academy of Cosmetic Dentistry, in 2007.

Jay Padayachy

Jay Padayachy has been a principal at Senova Dental Studios since 1996, focusing on comprehensive restorative and cosmetic dentistry. He is also a dental director for Cogent Seminars.

Carl Zeiss

GTX 2.0x and 2.5x super lightweight loupes

Now available with stylish Carl Zeiss frames. 2.0x or 2.5x magnification in a range of working distances. See the GTX at Dental Showcase, stand F8 and take advantage of the Carl Zeiss Frame Special Offer. Alternatively contact Nuview to arrange a demonstration.