Pulling together to reach your goals

Lil Niddrie discusses how improving your coaching skills can help to increase both business performance and team motivation at your practice

Life coaching and business coaching have increased steadily in popularity over the last decade, but for many smaller businesses, such as dental practices, professional business coaching is simply too costly. However, by understanding the basic principles you can not only help your business, but also help yourself and other members of your team achieve their goals.

Coaching can play an important part in improving your team’s performance and motivation. By setting goals and supporting your colleagues as they work to achieve them, your practice will move forward and function much better. The idea is that ultimately, team members can learn to support each other, as they can all make the most of their individual skills.

If you have ever wondered how to really fulfil your potential, not just at work, but in all areas of your life, then coaching could be the answer. You may even be a natural coach already. Do you often find yourself listening to other people’s problems and giving advice? Or do you enjoy training others in new knowledge and skills? You may be implementing coaching principles in your day-to-day life without even realising it.

Even if the thought of coaching and teamwork makes your blood run cold, the tips below can help you learn how to improve your skills and make them an integral part of your practice’s development.

Steps to success
A useful place to start is by looking at how happy you are with the different areas of your life, such as work, finance, career, relationships and so on. Once you have given each area a mark out of ten you can see which areas of your life you may like to develop.

The next step is to identify your values. These can be values such as honesty and caring or they can be work specific, for example, teamwork and attention to detail. Once you are aware of people’s values, you have the key to their motivation. Recognising different values within your practice can also give you an insight into any potential conflict. For example, one person’s strongest value might be patient care while another’s is the financial stability of the practice. Knowing this can help you assess whether practice decisions are based on a fair balance of the two.

Once you have identified values, the next step is to set goals. If you are helping one of your team to set their goals, ask simple, open, purposeful questions such as: ‘What do you want to achieve?’ and ‘How do you plan to achieve this?’ It is also important to make sure that their values are well matched to their goals. For example, if someone has put “socialising with friends” as a value in their personal life, but they spend so much time working that they never see their friends, then they are going to struggle to achieve their goal.

Skills and limitations
The main obstacles to achieving goals are the limits of our skills and resources and the limitations of our minds. The issue of skills and resources can often be addressed by appropriate training or by asking for advice and support.

Some companies offer tailor-made training days, which are specific to your practice’s needs and can even incorporate a module focused on the Principles of Coaching. Some of these courses can also count towards verifiable Continuing Professional Development (CPD) when undertaken in accordance with GDC requirements. This type of event provides an ideal opportunity for staff in similar roles to meet and learn together, and will also give you a clear idea of where your practice is heading and the best ways of achieving your ambitions.

So why not give coaching a go? Learning how to identify your own and your teams’ values and goals will not only improve communication and productivity at your practice, but will also give you a clear idea of where your practice is heading and the best ways of achieving your ambitions.

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Lil Niddrie joined Denplan in 1993 and has worked in many areas of the company to support dental practices, and now her knowledge and expertise is combined to deliver a wide range of training resources. Lil is a qualified practitioner of hypnotherapy, Emotional Freedom Technique and NLP. She also has a specialist interest in advanced communication skills and personal development.