

# Global Healthcare Conference 2020

## Resilience: Growth through Adversity



# Day 3

## Keeping a Strong Team.



LOMA LINDA  
UNIVERSITY  
School of Dentistry

Peter Young DDS MAGD



Building Your Dream Team

**TEAM UNITY AND  
TEAM CHEMISTRY IS  
BY FAR MORE  
IMPORTANT THAN  
TALENT.**

QUOTEHD.COM

Rob Colbert



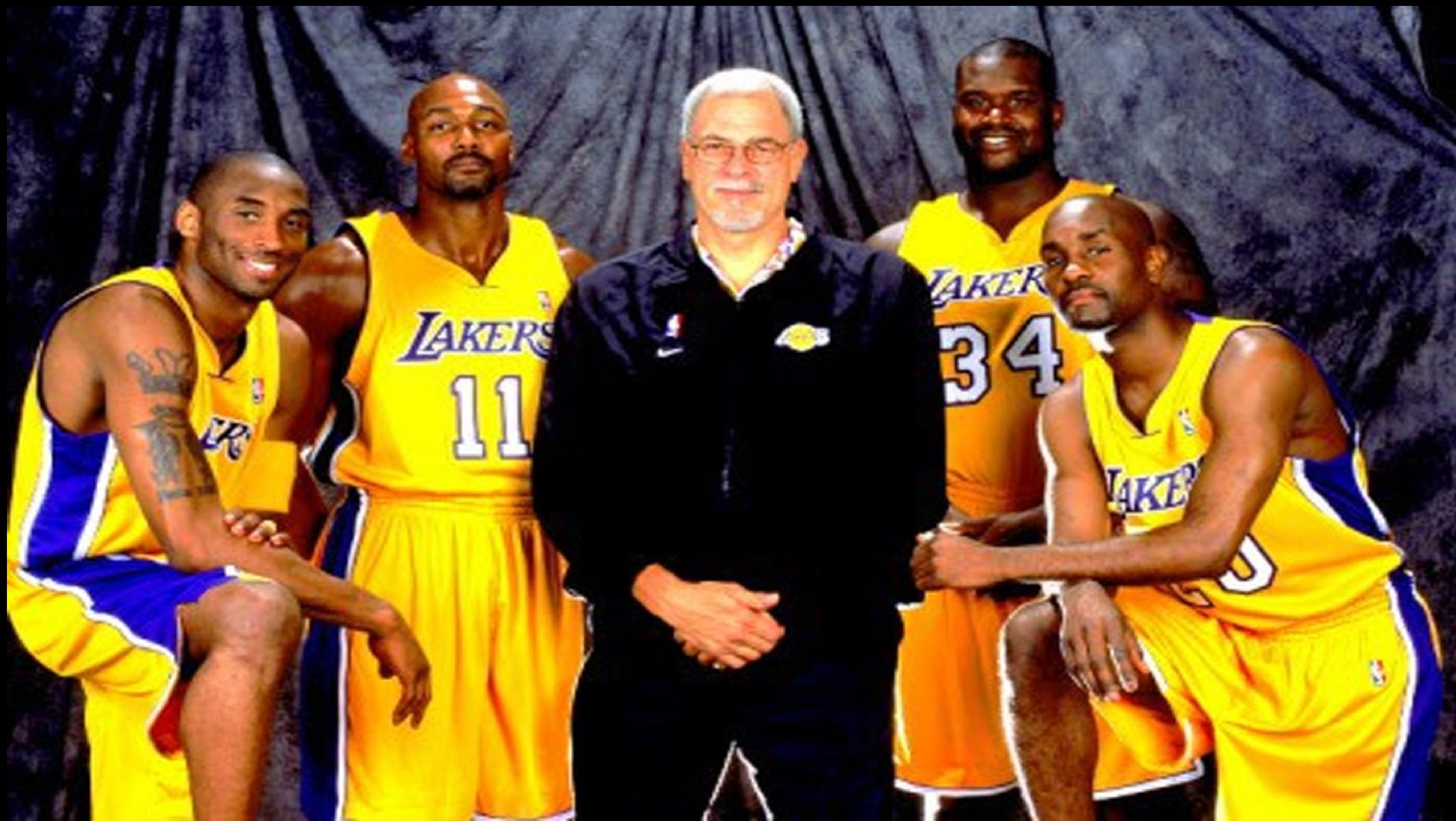




“The human body has many parts, but the many parts  
make up one whole body...”

1 Corinthians 12:12 NLT







**Game 1**

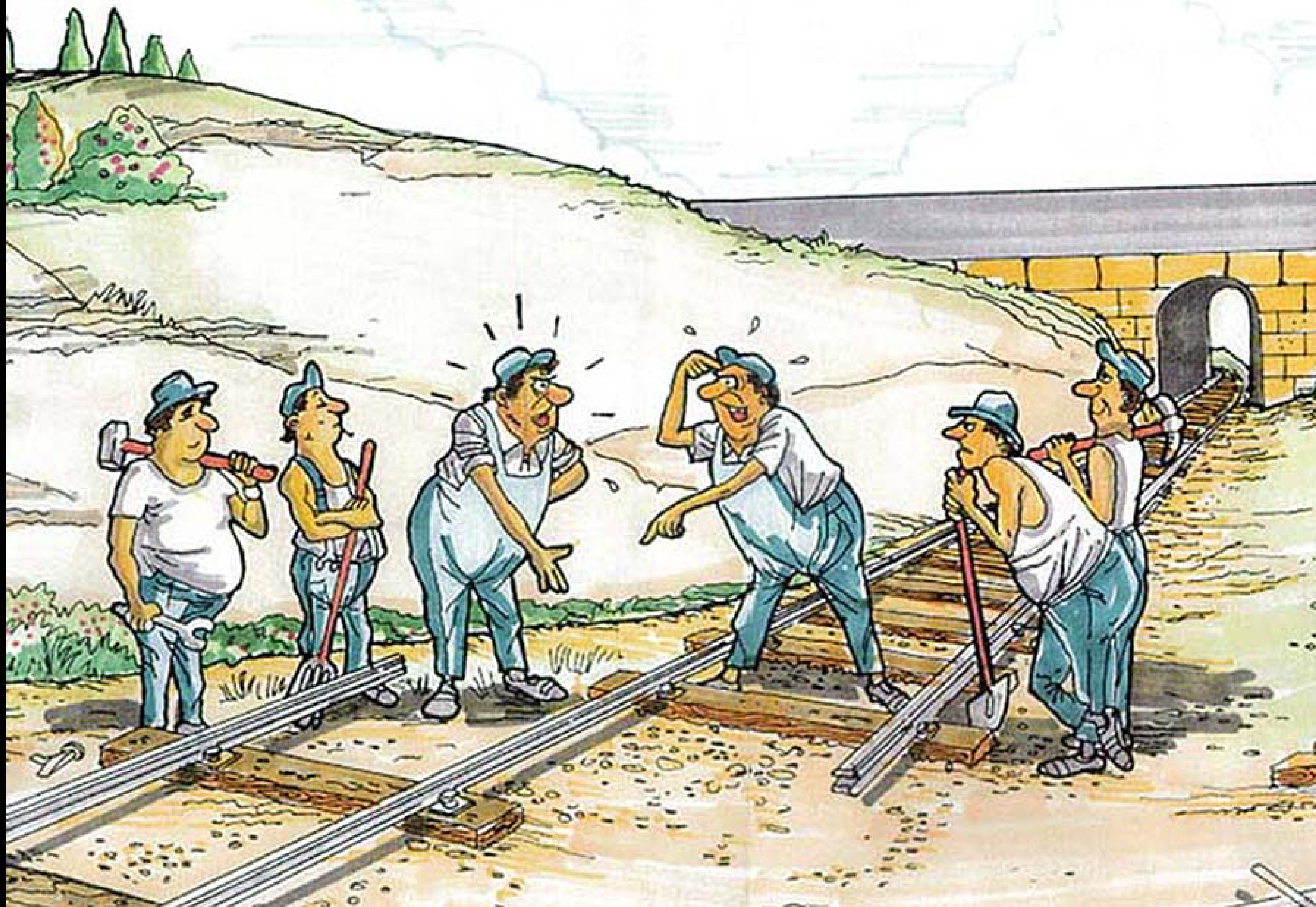
**Finals 2004**

**Lakers vs Pistons**





# Team Work







**WELCOME**



**PLEASE LEAVE**



**YOUR BAGGAGE**



**AT**

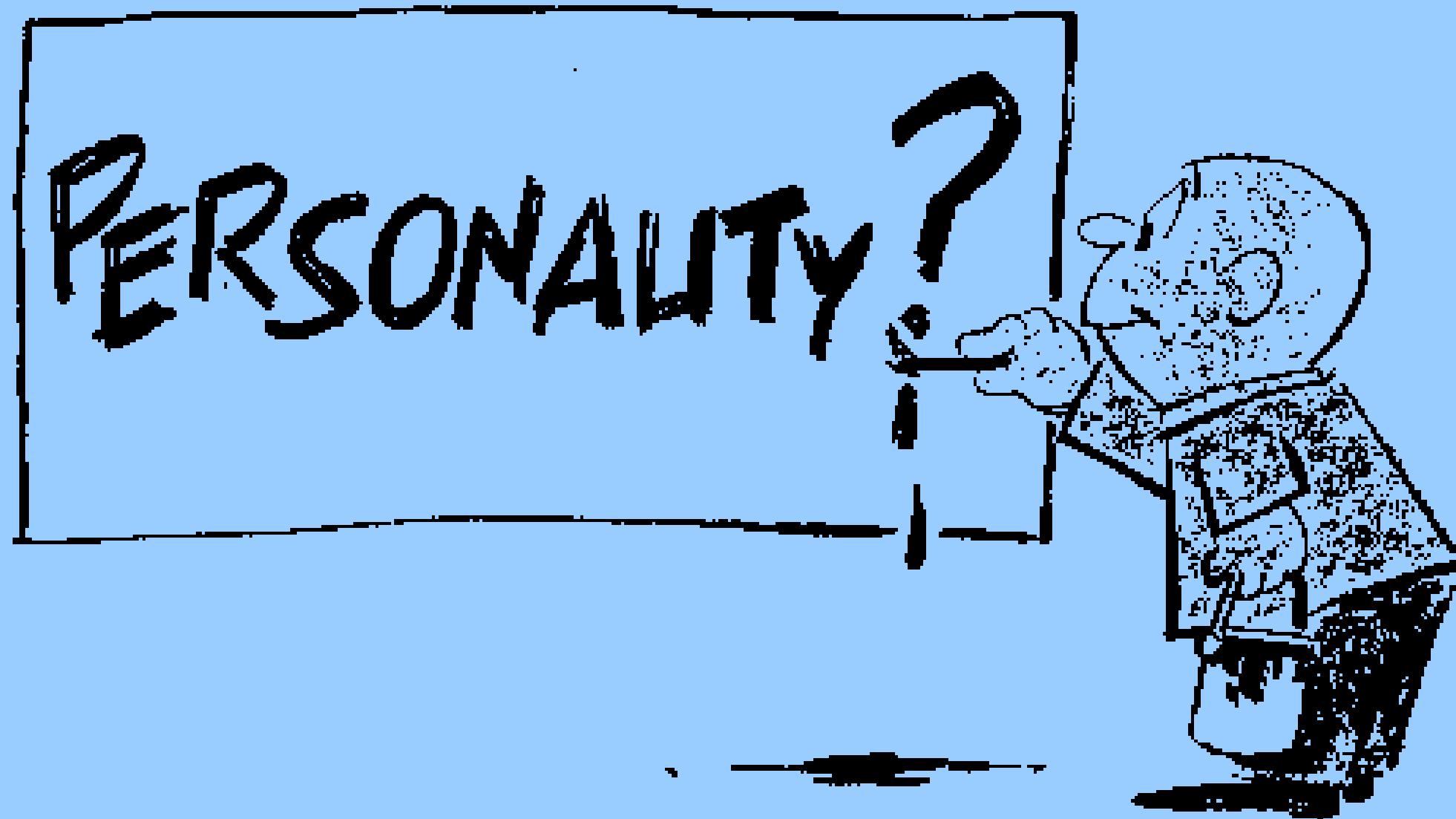
**THE DOOR!**





“Chuck the Junk”







Your Free Color Personality Test

Love test
Today-Tomorrow
Personality Test
Home

### The Free Personality Test

Pick the colors beginning with THOSE YOU PREFER

**NF**  
 Valuing  
 Manifesting universal values and valuing people

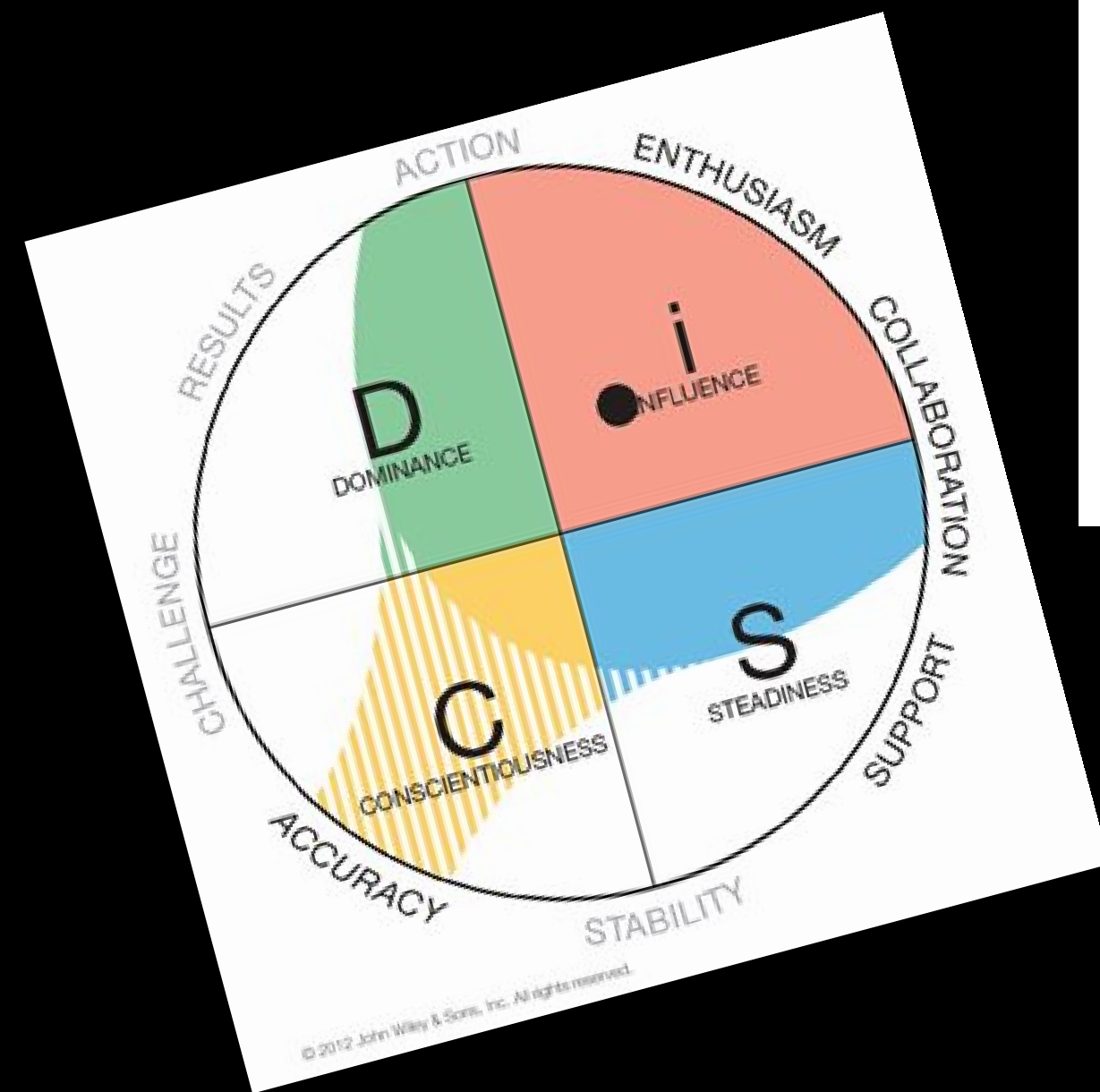
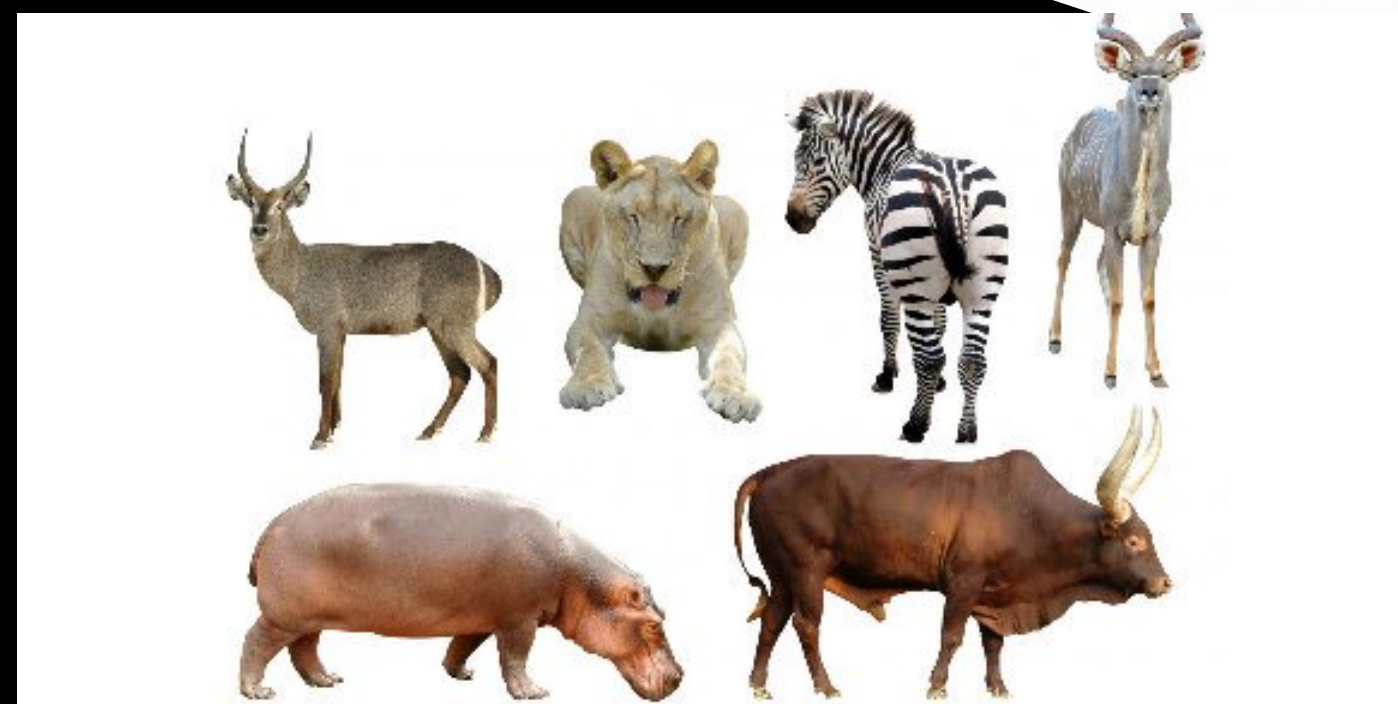
**NT**  
 Visioning  
 Putting people with ideas to an optimistic future

**SF**  
 Relating  
 Including and building trustworthiness

**ST**  
 Directing  
 Action from a strategic perspective

Possible

|                          |                          |                           |                               |
|--------------------------|--------------------------|---------------------------|-------------------------------|
| <b>ENFJ</b><br>Teacher   | <b>INFJ</b><br>Counselor | <b>INTJ</b><br>Mastermind | <b>ENTJ</b><br>Field Marshall |
| <b>ENFP</b><br>Champion  | <b>INFP</b><br>Healer    | <b>INTP</b><br>Architect  | <b>ENTP</b><br>Inventor       |
| <b>ESFP</b><br>Performer | <b>ISFP</b><br>Composer  | <b>ISTP</b><br>Operator   | <b>ESTP</b><br>Promoter       |
| <b>ESFJ</b><br>Provider  | <b>ISFJ</b><br>Protector | <b>ISTJ</b><br>Inspector  | <b>ESTJ</b><br>Supervisor     |



**Kolbe Action Modes®**

**Fact Finder**

**Follow Thru**

**Quick Start**

**Implementor**

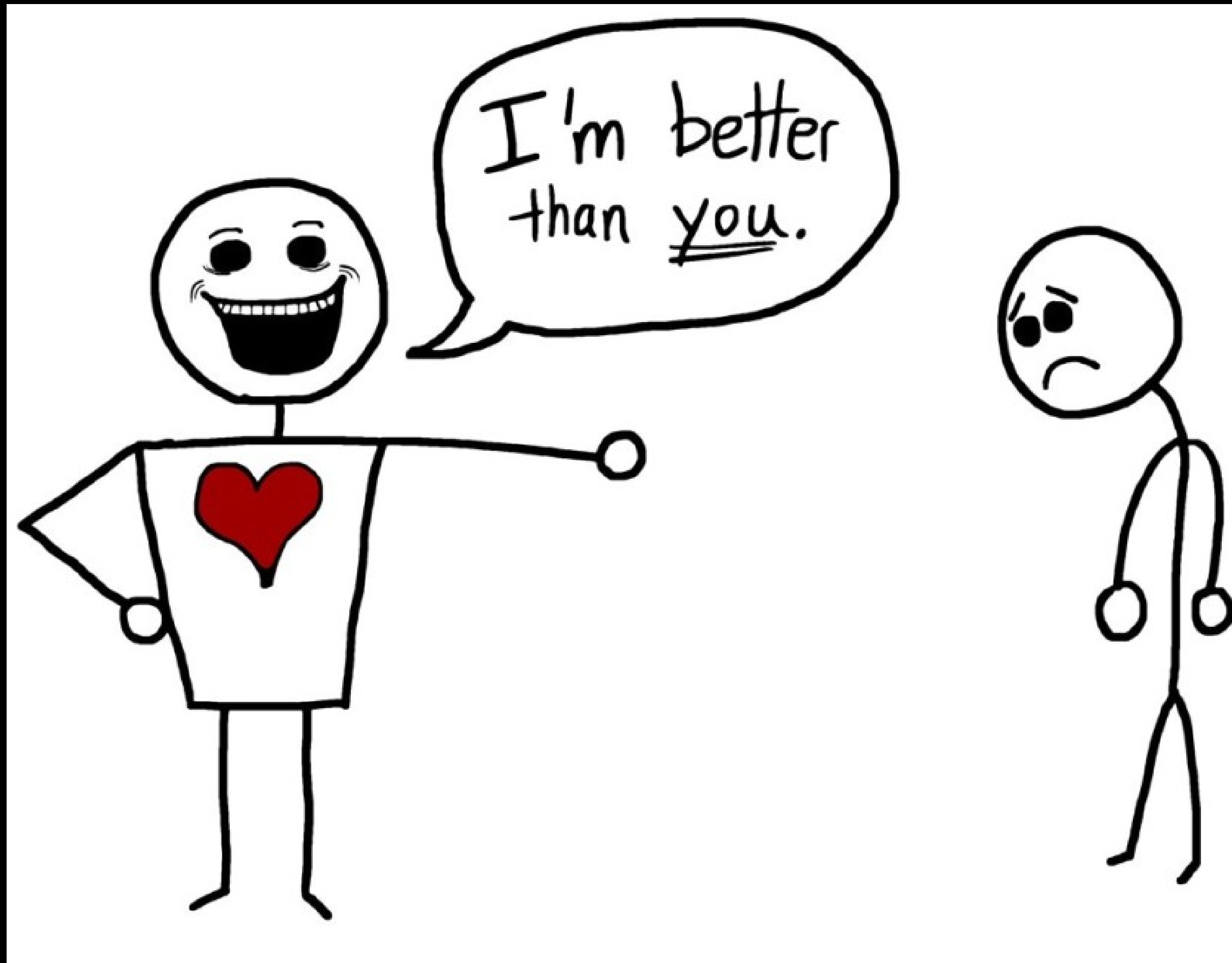


**KNOW THE  
RULES !**





1. Never hold a person hostage because of his/her personality.



2. There is not one personality that is better than the other





3. Do not victimize yourself.  
Just be yourself.



4. Never try to change another person.  
The only person you can change is yourself.





By William M. Marston





Begin here...Mapping your behavior

To get started, look at the tow columns of word groups below. Identify the word in each group that is **most** like you, **least** like you, and **in-between**. Assign 4 points to the words **most** like you, 3 to words **like** you, 2 to words **somewhat like you**, and 1 to words **least** like you. Put the points on the lines to the left of the words.

|                    |   |                    |   |
|--------------------|---|--------------------|---|
| _____Enthusiastic  | I | _____Competitive   | D |
| _____Determined    | D | _____Even-tempered | S |
| _____Conscientious | C | _____Good Mixer    | I |
| _____Loyal         | S | _____Thorough      | C |

|                   |   |                 |   |
|-------------------|---|-----------------|---|
| _____Reserved     | C | _____Sociable   | I |
| _____Confident    | I | _____Aggressive | D |
| _____Good-natured | S | _____Logical    | C |
| _____Outspoken    | D | _____Easy-going | S |

|                |   |                 |   |
|----------------|---|-----------------|---|
| _____Agreeable | S | _____Controlled | C |
| _____Outgoing  | I | _____Friendly   | I |
| _____Demanding | D | _____Kind       | S |
| _____Careful   | C | _____Stubborn   | D |

|                    |   |                |   |
|--------------------|---|----------------|---|
| _____Strong-willed | D | _____Inspiring | I |
| _____Tactful       | C | _____Amiable   | S |
| _____Sympathetic   | S | _____Insistent | D |
| _____Fun-loving    | I | _____Accurate  | C |

|                    |   |                  |   |
|--------------------|---|------------------|---|
| _____Gentle        | S | _____Direct      | D |
| _____Insightful    | C | _____Cheerful    | I |
| _____Talkative     | I | _____Diplomatic  | C |
| _____Controversial | D | _____Considerate | S |

Now total all the points on the lines next to the **D**'s, next to the **I**'s, the **S**'s and finally the **C**'s. Put the total points on the following lines below.

\_\_\_\_\_D      \_\_\_\_\_I      \_\_\_\_\_S      \_\_\_\_\_C

Circle the letter with the highest total. This represents your strongest behavioral style. Your second highest letter indicates the strength of your next behavior tendency.

**D** OMINANCE-- DIRECT, INDEPENDENT, GOES FOR IT, OVERCOMES OPPOSITION IN ORDER TO ACCOMPLISH RESULTS, WANTS MANY NEW CHALLENGES, LEADERSHIP, PROBLEM SOLVER

**I** NFLUENCE--EASY-GOING, PEOPLE-ORIENTED, TALKATIVE, MAKES A FAVORABLE IMPRESSION, LOVES TO HELP & PERSUADE OTHERS, POSITIVE-UPBEAT MOTIVATOR, WANTS SOCIAL RECONGNITION,

**S** TEADINESS--HARMONY, GOOD LISTENER, STABLE, COOPERATES WELL WITH OTHERS TO COMPETE TASKS, FAMILY PRECEDENCE PREFORMS CONSISTENT PREDICTABLE MANNER, LOYAL

**C** ONSCIANTIOUSNESS--RESERVED, ANALYZES, MOTIVATED, NEEDS QUALITY, ACCURACY, RECOGNITION FOR ACCOMPLISHMENTS, NEEDS CONTROL OVER MATTERS, ALWAYS QUESTIONING WHY

We hope this exercise helped you to understand yourself and others around you in a specific environment. Why they react or behave to a certain situation. The most effective people are those who know themselves, recognize the demands of a situation and adapt strategies to meet those needs.

Peter Young, D.D.S., M.A.G.D.

DISC Test



**Personal  
Profile**

|   |   |
|---|---|
| D | I |
| C | S |

**Dominance (Driver)**

**Influencing (Expressional)**

**Steadiness (Amiable)**

**Cautious (Analytical)**

**Tell**

**(Outspoken)**

**Dominance**

**Influencing**

**Compliance**

**Steadiness**

**Ask**

**(Introverted)**

**P  
R  
E  
E  
O  
L  
P  
A  
L  
T  
I**

**T  
D  
A  
O  
S  
E  
k  
R**



# **Dominance**

- On time
- Very Direct
- It has to be their idea
- Stay on the key points
- Wants to be in control

# Dominance

- Song:
  - “My Way”
- Car:
  - Hummer
- Celebrity:
  - Lebron King
- Best Kind of Jobs :
  - Administration , Athletic Coach, Surgeon





## Influencing

- Sociable and High Spirited
- People-oriented
- Center of attention
- Appearance is important
- Like to express themselves
- “Social Butterfly”

# Influencing

- Song:
  - “Let Us Celebrate”.
- Car:
  - Red hot converted corvette.
- Celebrity:
  - Oprah Winfrey
- Best Kind of Jobs:
  - Entertainer, public relations, marketing, Motivation speaker



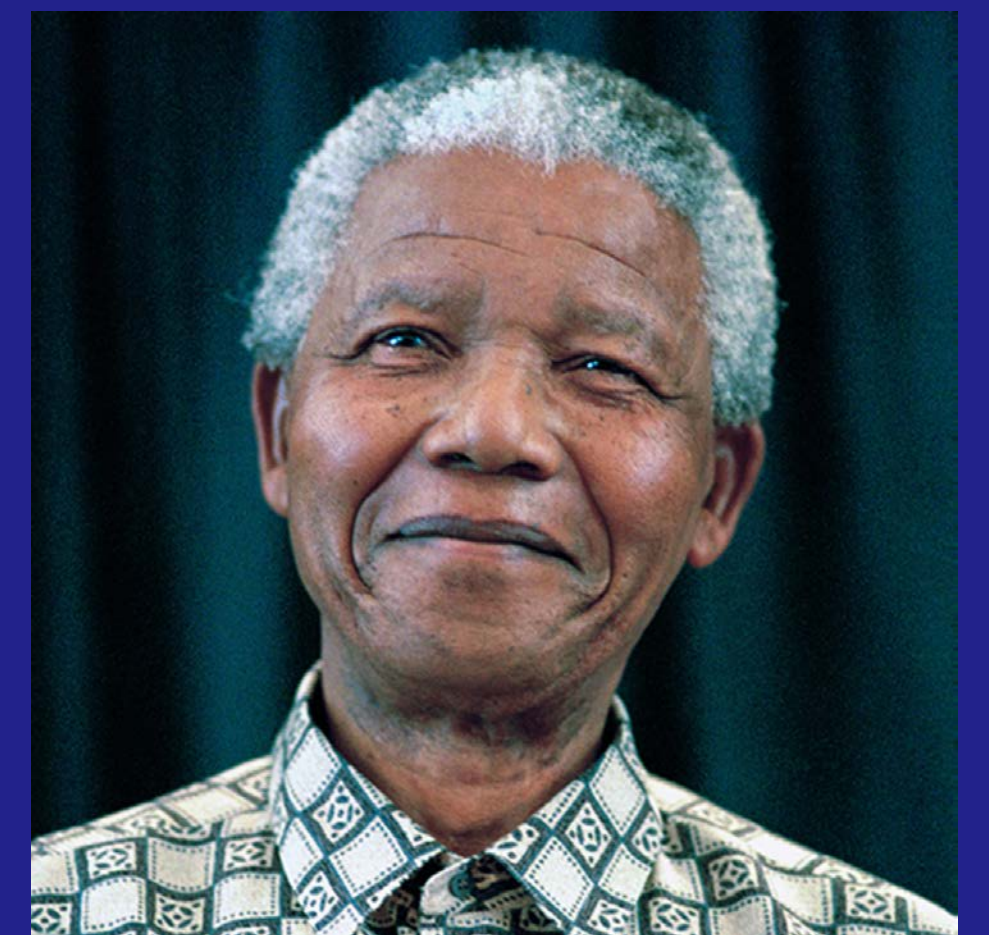


# Steadiness

- Wants harmony
- Wants everyone to be happy
- Great listener
- Great team member
- Very helpful
- Very warm person
- Peacemaker
- Does not like change

# Steadiness

- Song:
  - Kum-ba-ya
- Car:
  - Mini Van
- Celebrity:
  - Nelson Mandel
- Best Kind of Jobs :
  - Secretary, Counselor , Healthcare provider, Kindergarten teacher.





## **Compliance**

- Thinkers, methodical, and logical
- Task oriented
- Wants to know all the facts
- Wants to know the past performance
- Use references
- Very cautious in decision making
- Keep their distance until they are comfortable

# Compliance

- Song:
  - Beethoven 5<sup>th</sup> Symphony,
- Car:
  - Volvo
- Celebrity:
  - Bill Gates
- Best Kind of Jobs :
  - Librarian, Researcher, Engineer, Accountant







# Dealing with Each DISC Type

## Dealing with the Dominance

- Respect their time
- Be business-like
- Don't beat around the bush
- Acknowledge their ideas
- Let them feel like they are in control
- Use permission statements



## Dealing with the *Influencing*

- Let them lead
- Use open-ended questions
- Appeal to their emotional desires
- Give them opportunities to express themselves

# Dealing with the Steadiness

- Make them feel at home
- Spend time with them to build rapport
- Use past experiences
- Demonstrate understanding
- Give a lot of personal help
- Use more eye contact



# **Dealing with the Compliance**

- Give the facts
- They are task-oriented
- Address track record
- Appeal to quality
- Use references
- Do not rush them
- Explain why and how



Strength



# **Dominance**

- Makes a decision when no one else wants to
- Not afraid to confront tough issues and situations
- Accepts change as a personal challenge
- Keeps the team focused on the task

## *Influencing*

- Always available for others – gives time easily
- Good at inspiring others
- Spreads enthusiasm and positive attitudes to others
- Easily gives positive feedback to those you work with



# Steadiness

- Good Team Player
- Empathetic and sensitive to others' needs
- Good listener
- Easy to get along with

# **Compliance**

- Thorough
- Follows standards and rules accurately
- Conscientious
- Diplomatic
- Accurate
- Methodical and good at preparing meeting agendas



# LIMITATIONS

UNTIL YOU SPREAD YOUR WINGS,  
YOU'LL HAVE NO IDEA HOW FAR YOU CAN WALK.

[www.despair.com](http://www.despair.com)



# **Dominance**

- May come across as unapproachable
- Insensitive to others
- Impatient with others
- Tries to get the team moving along before they are ready

# *Influencing*

- Disorganized
- Superficial in approach
- Lack of follow through
- Chaotic at times
- Not focused
- Flighty

# Steadiness

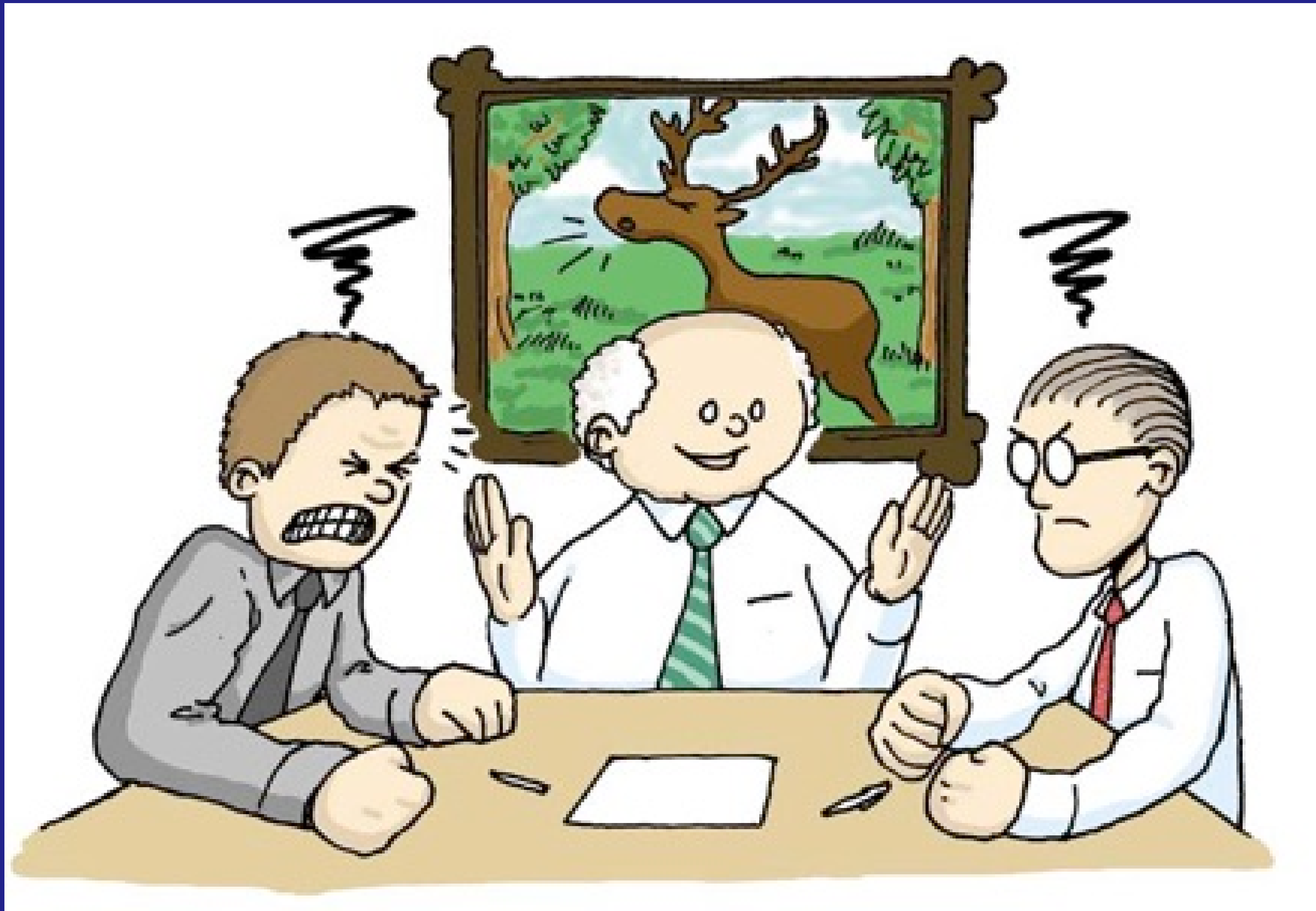
- Indecisive
- In-direct
- Resistant to change
- Passive
- Somewhat possessive



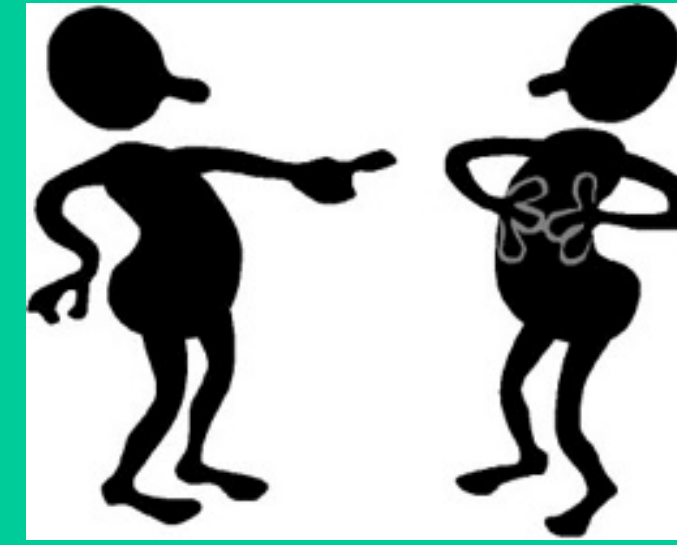
# Compliance

- Overly concerned with Perfection
- Aloof, withdrawn, detached
- Hampers creativity in others due to desire to stick to the rules.
- No gray areas

# When Irritated or Frustrated

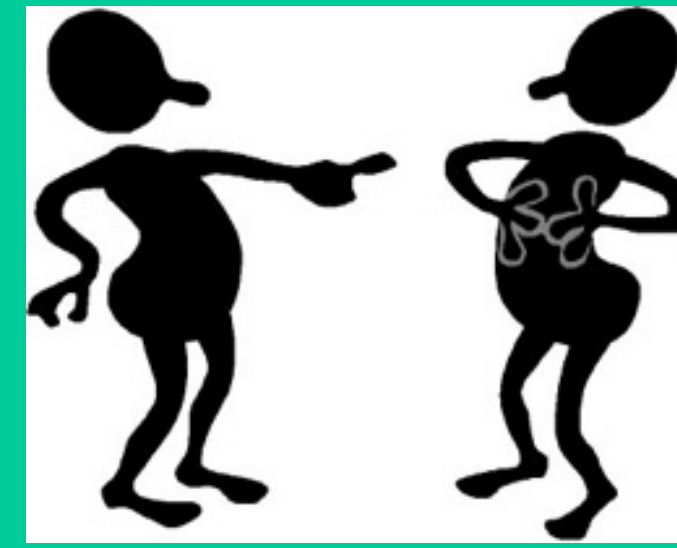


# High D's -Demanding





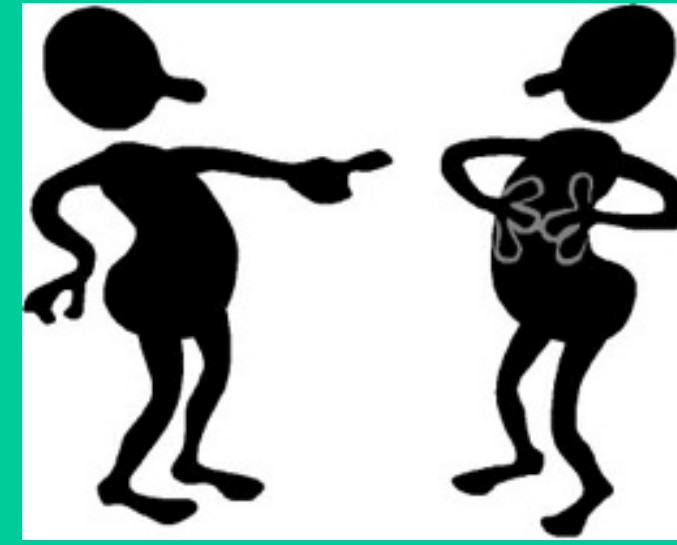
**High D's -Demanding**



**High I's - Attack**



**High D's -Demanding**



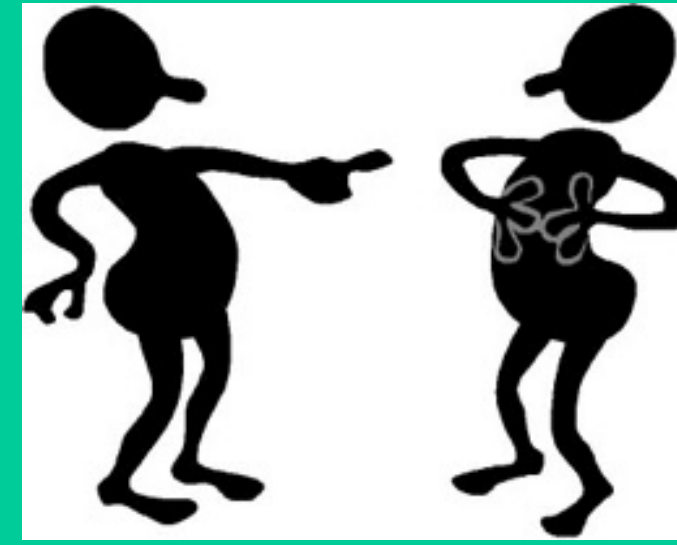
**High I's - Attack**



**High S's - Avoid**



**High D's -Demanding**



**High I's - Attack**



**High S's - Avoid**

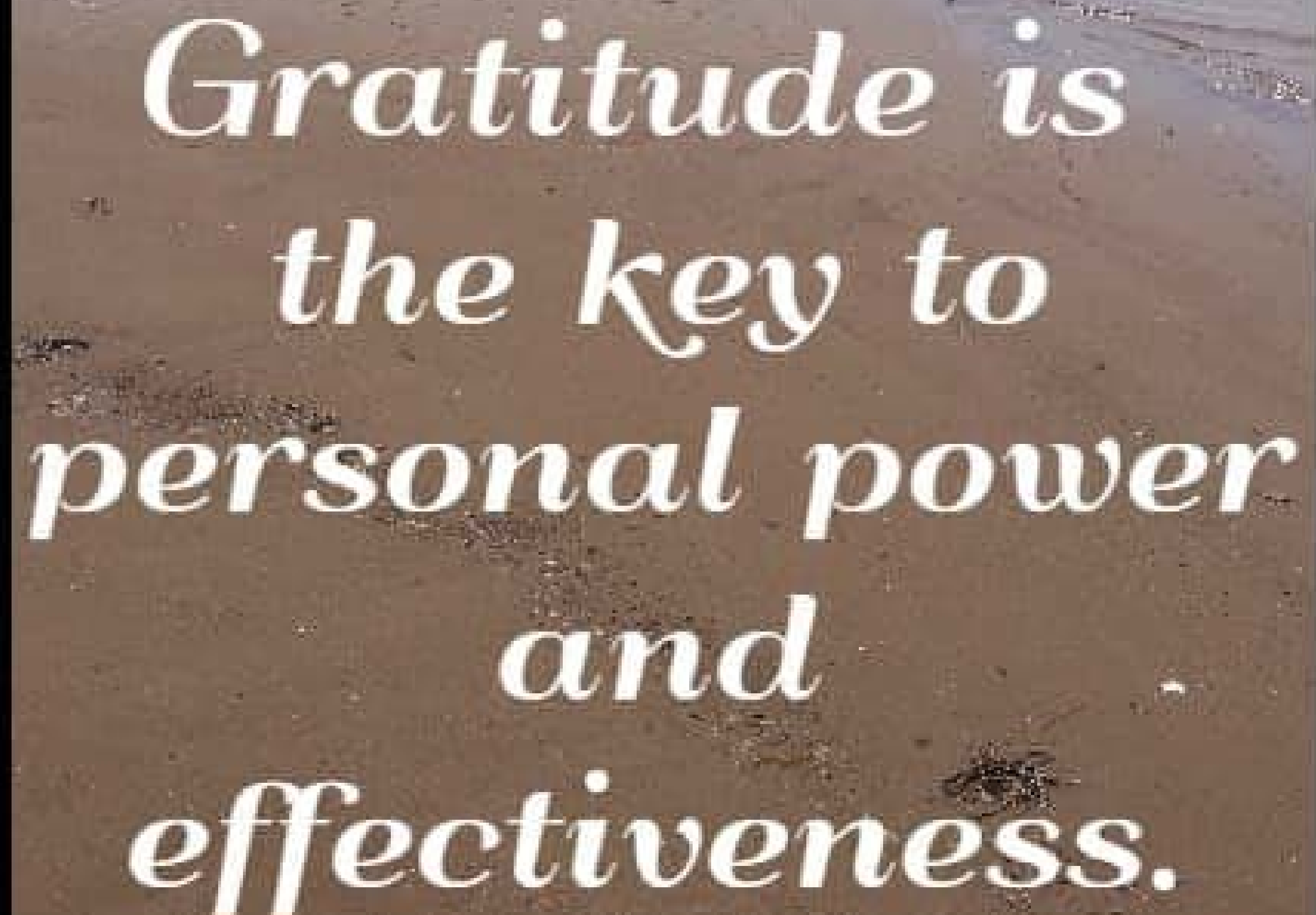


**High C's - Retreat**









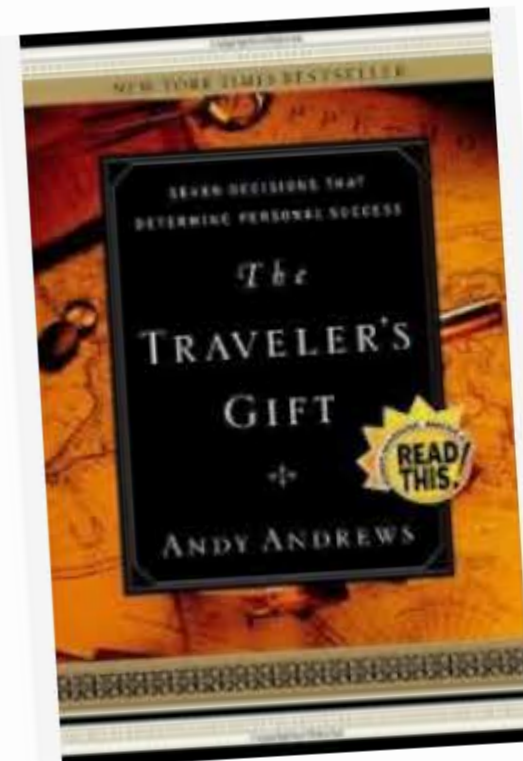
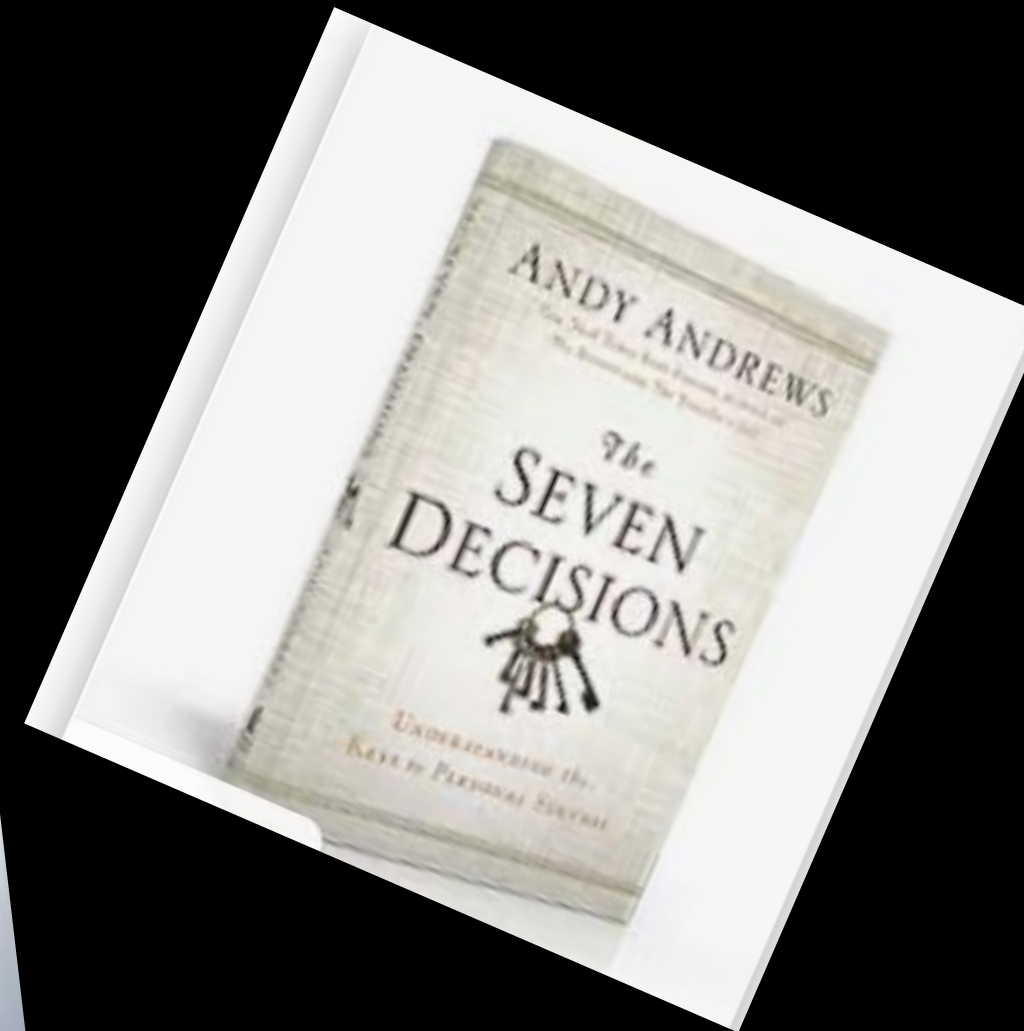
*Gratitude is  
the key to  
personal power  
and  
effectiveness.*

*Ian Wallace Harper*

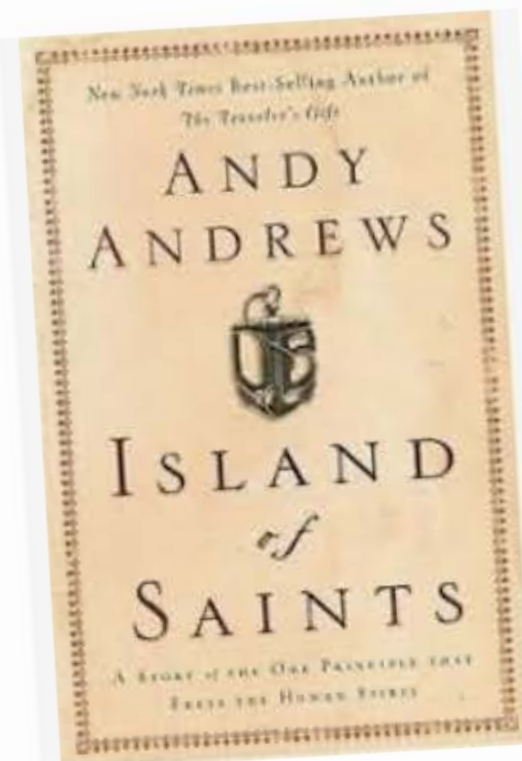
# THE KANSAS CITY STAR. ALMOST HOME



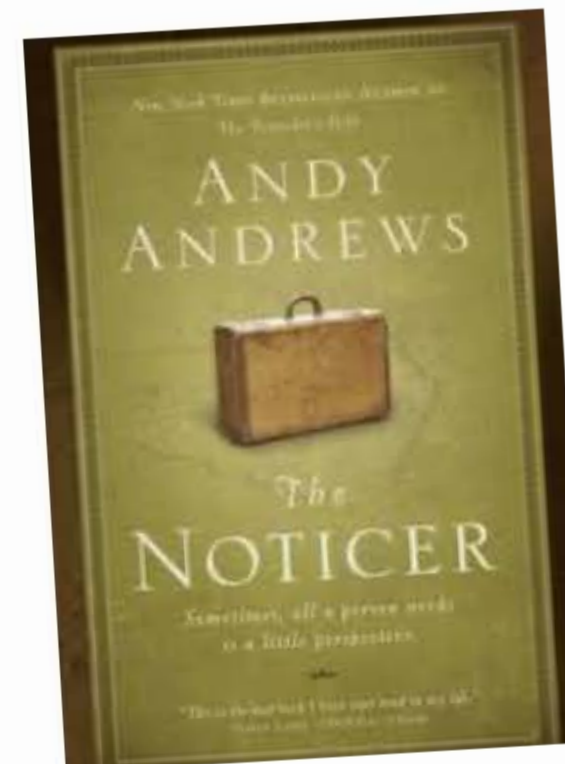




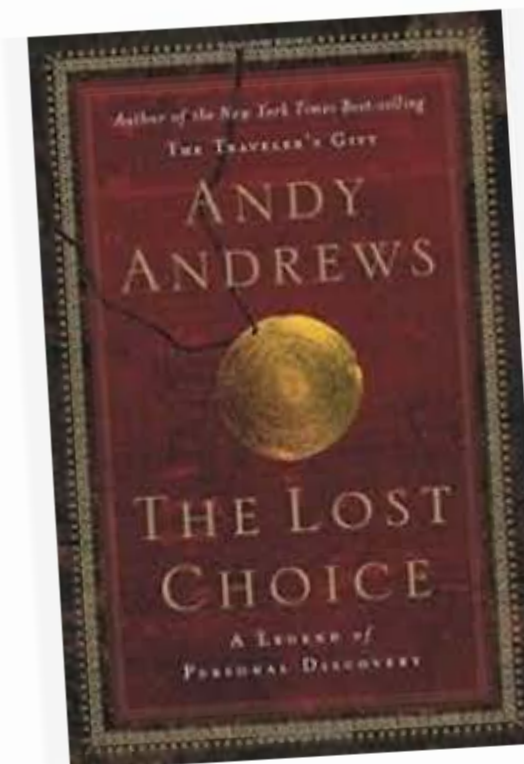
Books by Andy Andr...



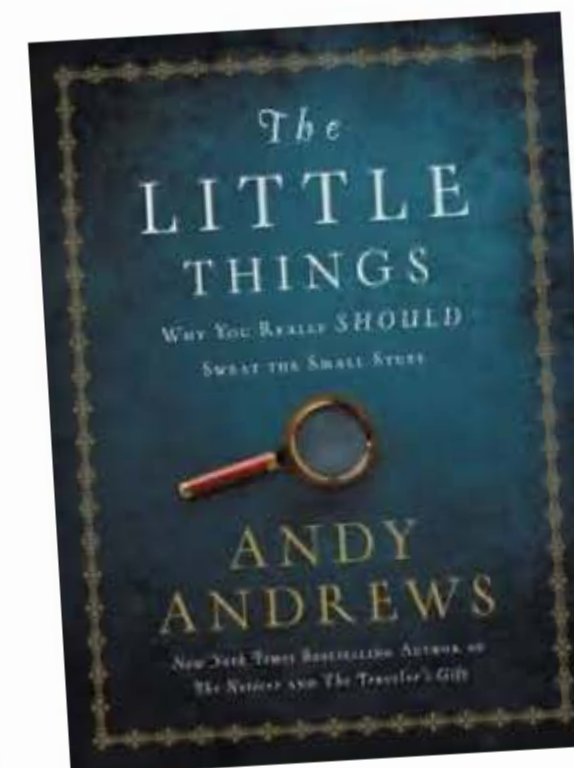
Books by Andy Andr...



The Noticer: Someti...



Books by Andy Andr...



The Little Things: W...

# THE KANSAS CITY STAR.



Photo courtesy of the Kansas City Royals. Photo by Jeff Hume for the Kansas City Star. Photo by Jeff Hume for the Kansas City Star. Photo by Jeff Hume for the Kansas City Star.





# TEAM TRAINING

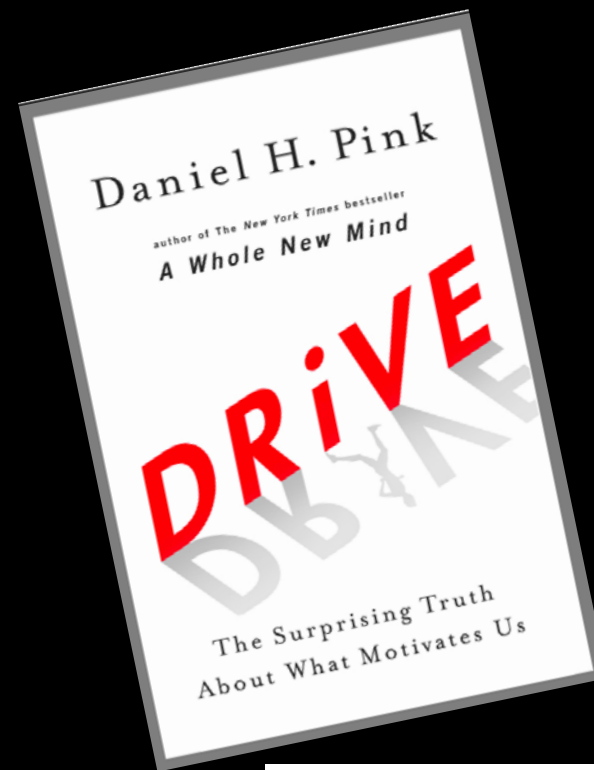


# What Motivates People

(Daniel Pink)

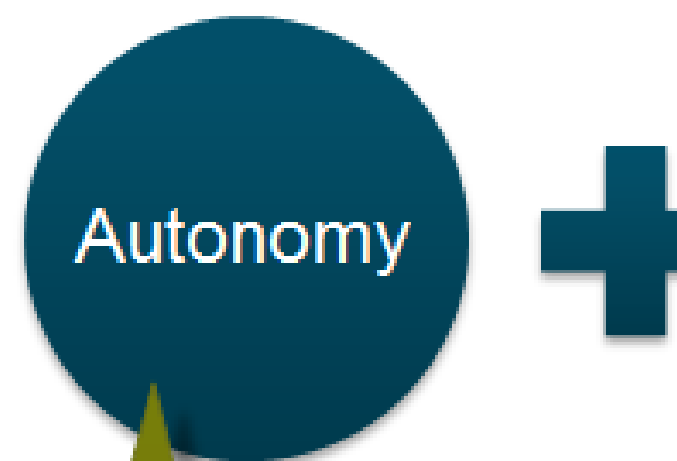
1. Autonomy
2. Mastery
3. Purpose
4. Motivation =  
Monetary  
Compensation (\$\$)





# Motivation

## Motivation – how do we do it?

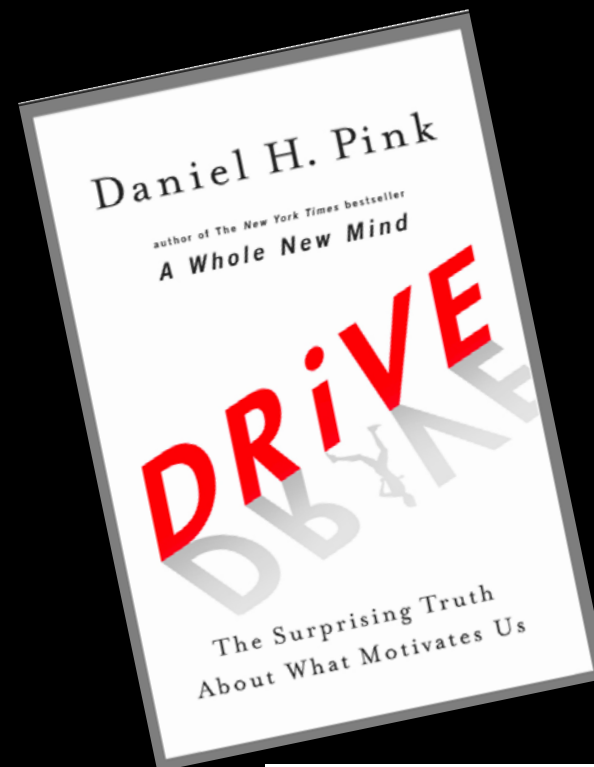


- Delegation
- No micro-management
- Mandate
- Manage my own time

Inspiration from eg.:  
Daniel Pink - Drive: The Surprising Truth About What Motivates Us  
Kolind og Better - Unboss

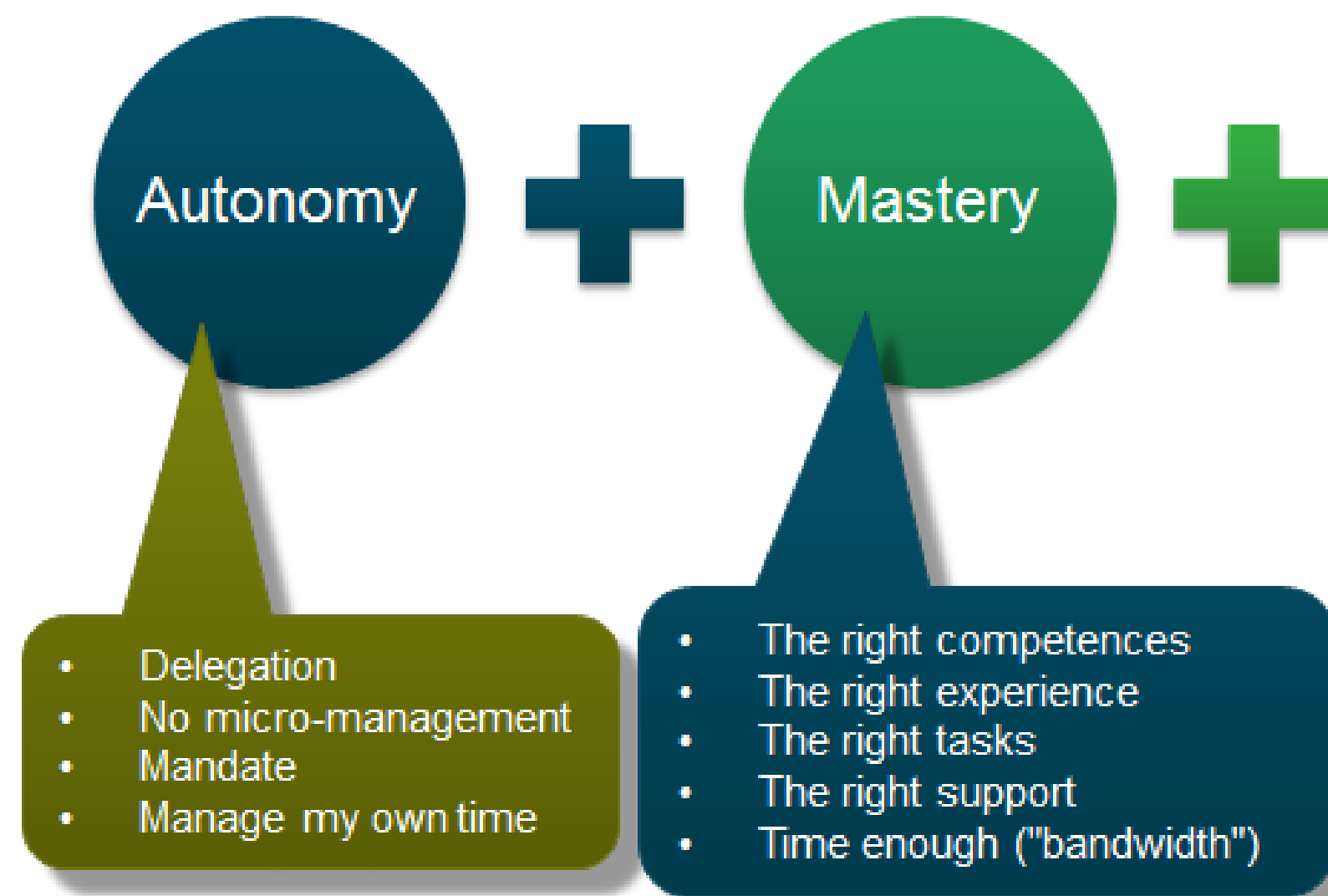


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# Motivation

## Motivation – how do we do it?

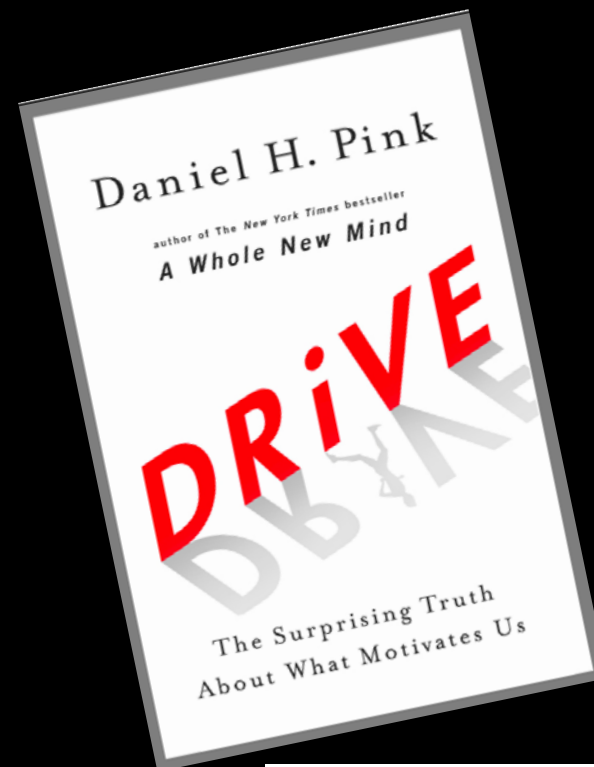


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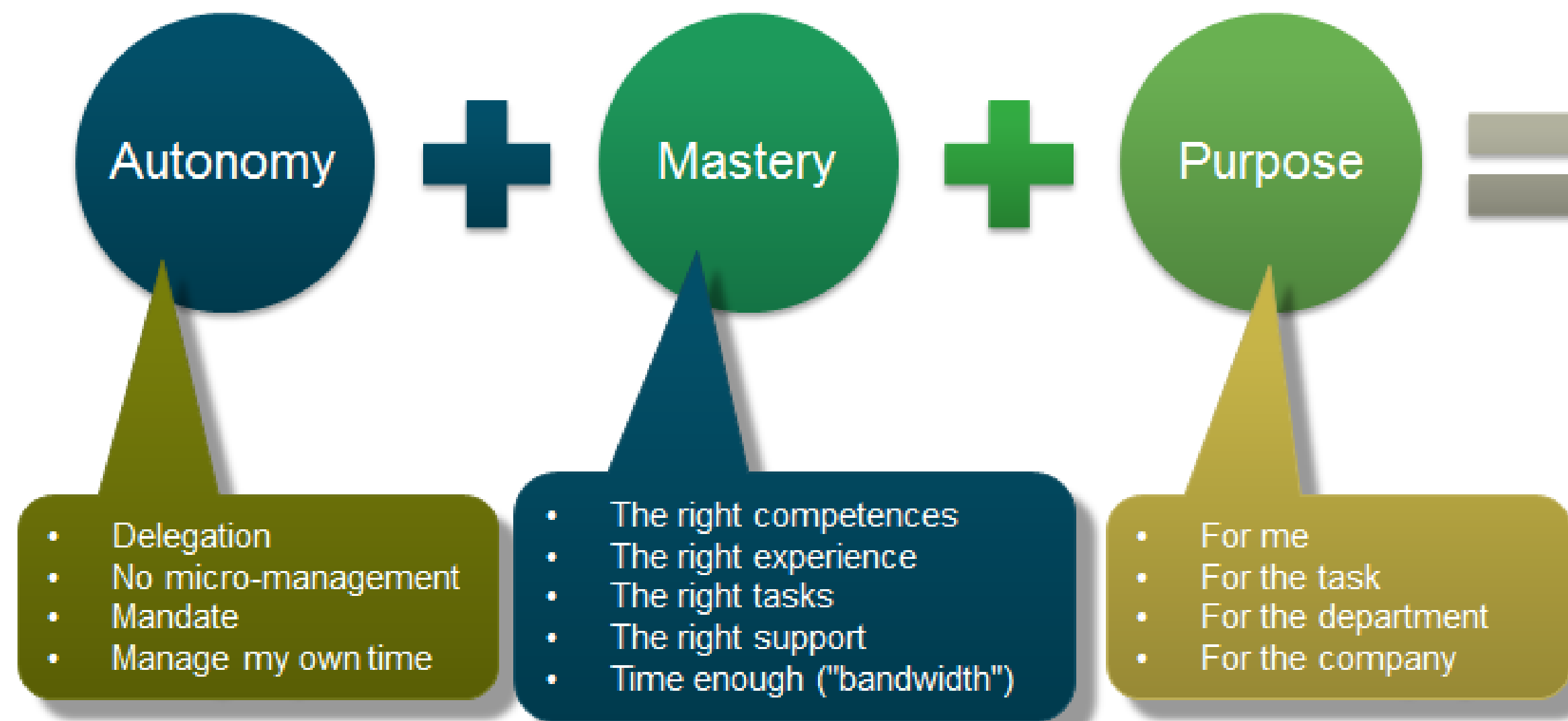
© Erik Korsvik Østergaard





# Motivation

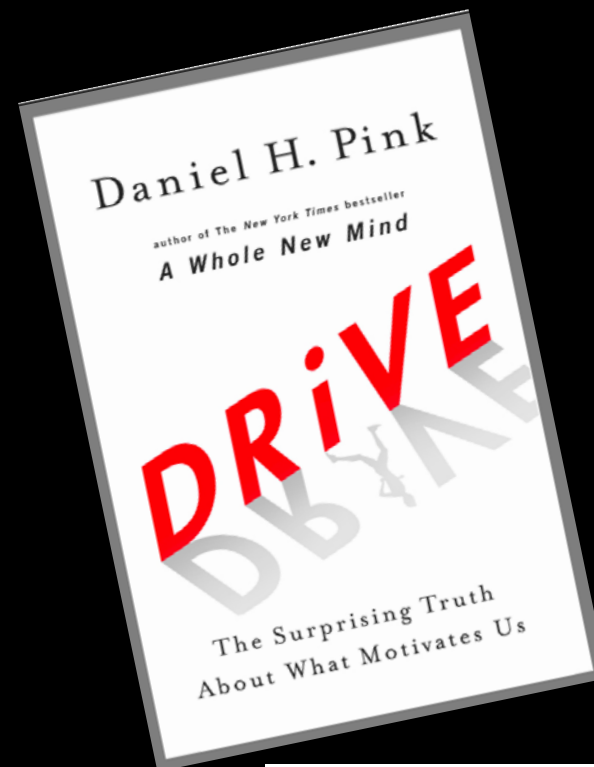
## Motivation – how do we do it?



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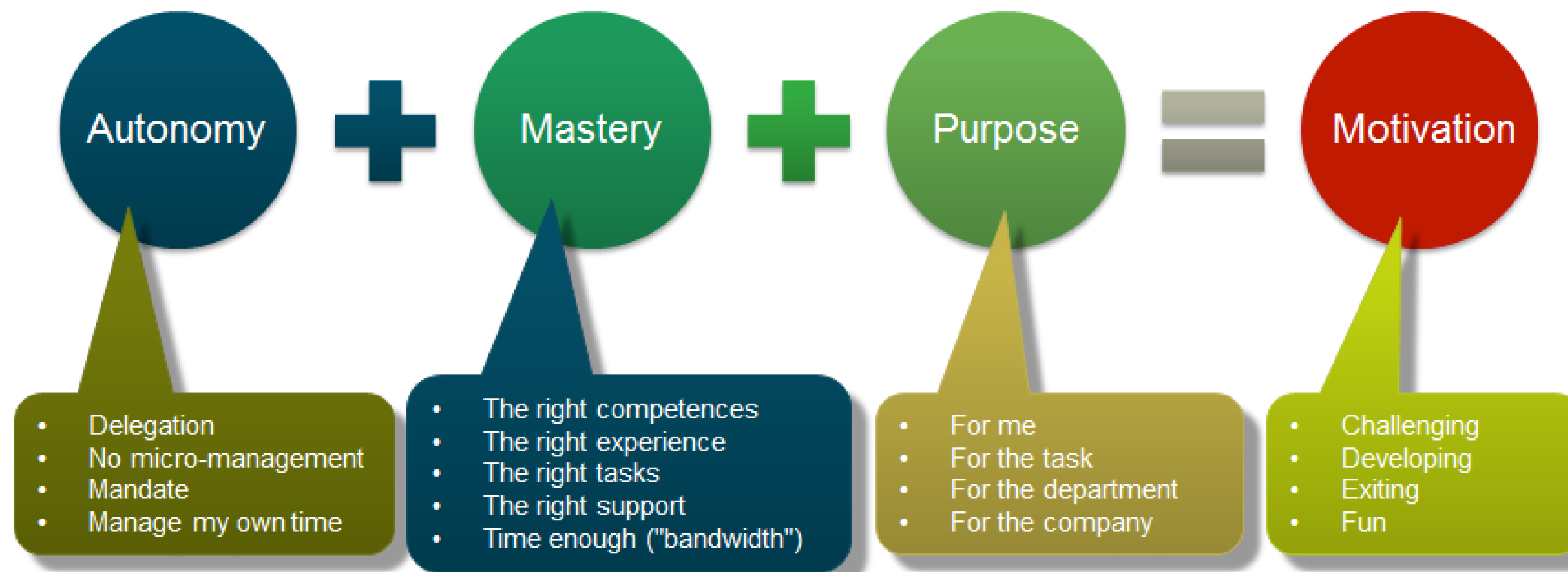
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# Motivation

## Motivation – how do we do it?



© Erik Korsvik Østergaard

Inspiration from eg.:  
Daniel Pink - Drive: The Surprising Truth About What Motivates Us  
Kolind og Better - Unboss



# Rewards - Bonus





# Team Meetings



# Morning Meeting Agenda

## (15 mins)

1. What the best thing that happened yesterday?
2. Review yesterday's KPI
3. Who is on the schedule and what is the most important thing for the patient
4. Daily motivational quote
5. Prayer
6. Cheer

# Weekly Meeting Agenda

## (60 mins)

1. Clinical skills training
2. Communication skills training
3. Collaboration
4. Business issues
5. Departmental meeting

# Monthly/Quarterly Meeting Agenda (4-8 hrs)

1. Review quarterly stats
2. Review Keep actions
3. Training
4. Fun activity



# Annual Meeting Agenda (1-2 days)

1. State of the Organization - review previous year, awards, forecast coming year with planned calendar
2. New ideas to clarify and implement
3. New incentive plans
4. Team building exercises outside of the office (i.e., group games, team outing, etc.)




# THE ULTIMATE CAMPING EXPERIENCE

 TENTNEST



| Kaizen<br>Action Plans                        | Who is incharge? | When will this be<br>shared with the<br>team? | Has the team own<br>it and put it to<br>practice? |
|---|------------------|---|---|
| DICS test to all<br>team-<br>members          |                  |   |   |
| DISC discusion<br>on patients<br>from the day |                  |   |   |
| Plan out your<br>team meetings                |                  |   |   |

A serene sunset scene with a bright, glowing sun positioned in the upper center of the frame. The sun's light creates a brilliant, shimmering reflection that stretches vertically down the center of the dark, calm water. The sky is a deep, dark blue, and the overall atmosphere is peaceful and contemplative.

**Do not forget  
you are  
unique  
because God  
created you**