



Routines That Reap **RESULTS**

I have the privilege of working with dental teams nationwide to help them create a happier more successful service culture. I have observed that most teams do a great job turning it on for their patients. They know it is show time regardless of how they may feel at the moment! However, they don't necessarily do the same for their coworkers.

Many actually believe it is acceptable to turn it off for each other. After all we wouldn't want to be fake would we? We frequently even turn it off for the people we love the most like our family. Think about this morning's routine. How did you treat your family? What would you have done differently if they were your patients? I find it thought-provoking that we put filters of kindness and respect on for strangers and acquaintances and don't for the people we care about and love the most. Something seems a little backward with this behavior.

Many non-morning team members believe that because they are a non-morning person others should just understand their mood. I am a morning person and so I was curious

to uncover the mindset behind a non-morning person's behavior. Here are few consistent responses I receive when I asked non-morning team members how they treat their coworkers when they first arrive at work.

- I don't talk to anyone until I have my coffee
- I don't make eye contact or smile at anyone
- I sometimes give coworkers a stern look and may even grunt at them
- I just ignore them by walking away
- I am usually good by 10am. They know I'm not a morning person so if I don't talk to them or seem a little grumpy they understand.

I have asked non-morning team members if they treat their patients differently in the morning than how they treat their coworkers. The unanimous response I receive is; "Yes of course I do." The next point I make is;

"So that tells me that you can turn it on for your patients even if you are a non-morning person. So if you can turn it on for your patients who may be strangers or are only acquaintances; why wouldn't you respect your coworkers enough to turn it on for them? After all they are the people you work with day in and day out who have your back."

Did you notice that every response started with I. They were focused on how they feel versus how they made others feel. In most cases the team member had never equated their behavior to a lack of respect towards the other person.

Non-morning people have labeled themselves as non-morning and therefore have deemed their behaviors acceptable or appropriate for a non-morning person. Coworkers often don't address the poor behavior instead they excuse and accept it. I regularly hear the excuse they aren't a morning person so we don't take it personal. Even when the negative behavior makes them feel uncomfortable. We get what we accept. The bottom line is whether we are morning person or not it is always our choice how we will treat others. We have the ability to think and filter our reaction instead of just reacting on our emotions. **Filtering is not fake behavior it is respectful behavior.** Time to put back on the respect filter! I see lightbulbs go off and a change in mindset when I shine the light on the respect aspect.

The minute we step across our office door threshold we are part of creating the culture. **What we bring to work affects the happiness and success of the entire team.** It is important to be mindful of our attitude, communication and behaviors that we bring into our culture.

Here are three very simple routines that can help you raise the level of happiness and success in your culture.

Establish the following morning arrival routine!

Smile, make eye contact and greet each other with a good morning in the morning. That includes even you doctors and non-morning people who believe you need your coffee first before you become human.

Leave your C.R.A.P. (acronym for criticism, rudeness, assumptions and problems) at the door. Many of the teams I have had the pleasure of working with have created an actual C.R.A.P. container. The science behind it is if we attach something physical to a thought the emotion will seem real. As you walk across the threshold lift your hand and physically drop your C.R.A.P. in the container! Ahhh now don't you feel a whole lot better? Feel free to pick it up on your way out...or you can just leave it in the container. I am sure your family would be much happier if you didn't bring it home. Which leads me to another thought.

Time to chase squirrels for a moment. This will make your home life much happier as well. Why spend your evening with your loved ones complaining about how rotten your day was today. Share three positives about your day with your family instead of highlighting the negatives. Address negative concerns in a solution mode (creator) not a complaint mode (victim). Solution mode empowers you to be a creator whereas complaint mode causes you to be a victim your circumstances.

Establish the following day routine!

Treat your coworkers as well or better than you treat your patients. Now that doesn't mean lowering the standard on how you care for your patients. How would you ask or respond if it were a patient not a coworker. Always consider how your words, body language, tone and actions will impact your co-workers.

How can you say what you need to say while being respectful of their feelings? I suggest the T.H.I.N.K. filter.

T is it true

H is it helpful

I is it inspiring

N is it necessary

K is it kind

Say please and thank you whenever you ask for or receive help. Ask for help when you need it and happily offer to help when needed.

Establish the following day end routine!

Check in with coworkers to see who needs help before leaving the office.

Thank your coworkers for their support. This isn't just for doctors. It also includes coworker to coworker and coworker to doctor.

End with a warm farewell. There is psychological research supporting the peak-end rule. The peak-end rule is that people judge an experience largely based on how they felt at its peak (i.e., its most intense point) and at its end, rather than based on the total sum or average of every moment of the experience. We remember what impacted us most and the final experience of the day. When you leave on a positive note it can impact your perception of the entire day. A TA-DAH is a great way to celebrate the end the day!

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

~ Maya Angelou



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Judy Kay Mausolf is a dental practice management coach, speaker and author with expertise in helping others get happier and more successful! She coaches teams how to grow their practices by becoming better leaders, working together better and delivering service with more passion and fun. She provides teams with what they need to know on how to communicate positively, effectively and have a better attitude on a daily basis. She teaches teams how to get the re-engaged and accountable by building a culture based on happiness, trust and respect.

She is Past President of National Speakers Association (Minnesota Chapter), Director of Sponsoring Partners for the Speaking Consulting Network, and a member of the National Speakers Association and Academy of Dental Management Consultants. She is author of two books; "Ta-Dah! And "Rise & Shine!", and a contributing author for many dental magazines. She also publishes a monthly newsletter entitled "Show Your Shine".

Judy Kay lives in MN with her awesome husband Steve who makes her special coffee every morning and Zoe...it's all about me, 7 pound Yorkie!

