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TO CULTIVATE A HAPPIER, HEALTHIER & HIGHER- PERFORMING CULTURE

| BY JUDY KAY MAUSOLF

I have the privilege of working with dental teams nationwide, to help them build a happier, healthier, and higher-performing culture. I have created my Rise & Shine Culture Camp, which is a customized practice-driven, focused training for the entire team. There are five areas that we address to get results. I happen to like alliteration, which is why they all start with the letter C! The 5 Cs are: Clarity, Compassion, Compromise, Celebration, and Commitment.

I have been invited to present this information, and more, in a half-day program hosted by AADOM at their annual conference. I will offer a morning course

and a repeat afternoon session on Wednesday, September 7th, 2022, in beautiful Scottsdale, Arizona. Click on this link: <https://www.aadomconference.com/> to learn more about this amazing, must-not-miss conference!

The first "C" is Clarity! It is vital for the entire team to be aligned in achieving the goals of their practice. Clarity starts with the owner doctors agreeing on and defining their four core value words and communicating those words consistently through their words, actions, and attitude. This is really where it all starts. If the leadership team is not aligned, the rest of the team will not be aligned. This is the most important "C" of all, as it is the foundation of the practice culture. Please email me at JudyKay@PracticeSolutionsInc.net to receive a sample of Core Value Words.

The second "C" is Compassion! There will be ups and downs and obstacles along the way.

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It is easier to get along and play nice when everything goes our way, but it's much more difficult when things are not working and expectations are not met. That's when we often fall into the judgment thinking of should or shouldn't; they should have done this, or they shouldn't have done this, etc. It is imperative that we stop judging and instead show compassion for our co-workers and patients.

"When you judge others, you do not define them, you define yourself." -Earl Nightingale

We often judge others in the areas where we feel the weakest. Instead, remain in curiosity mode and stay out of judgment mode. Judgment shuts us down and divides us. Most judgments about people are based on incomplete information. Curiosity, on the other hand, keeps us open to the possibility that there is something about the situation that we don't fully understand. Whenever I start to judge people, I ask myself: "I wonder what the situation is with that person?"

We show compassion by trying to be understanding, supportive, and giving the benefit of the doubt. We achieve this by trying to walk in the other person's

shoes to understand their B.O.A.T. (beliefs, opinions, assumptions, truths)! Their "why"! The question I often use is, "Help me understand why...!"

The third "C" is Compromise! The team is like a large puzzle they all need to learn how to fit together. There will be different B.O.A.T.s amongst the team. It is important to compromise in order to work well together. It is not just the new team members that need to learn how to fit in. The existing team members need to learn how to fit with the new team members as well. The puzzle changes each time there is a change in team members. There is more than one way! We need to compromise and create our new way! Someone unwilling to compromise is in essence saying they are unwilling to be a team player. If they are unwilling to be a team player, they can't be a part of the team. It is both a difficult and simple concept to act on.

The fourth "C" is Celebration! Look for what is positive and celebrate it every day. The more we focus on what is positive, the more positive we will create. Don't get lost in the muck of the mundane tasks. Instead, consider the bigger picture. We are changing people's lives with better function and aesthetics. The smile is the number one connector. Our focus creates our attitude. Look for things to celebrate in each other and each situation. Focus on the good and we will find more in each day. What we look for, we will see!

The fifth "C" is Commitment! Success doesn't just happen. It takes focus and work. Everyone on the team is accountable to support the practice standards. There can be no individual opt outs. The team is like a group of firefighters holding a net that supports the practice standards. If someone opts-out, they are in essence taking their hands off the net. There are consequences to every action or inaction. The consequence becomes a culture by default, instead of by design, when we don't address unsupportive behavior. We need to commit as a team to support the practice standards in every word, action, and attitude. We will then cultivate a happier, healthier, and higher-performing culture!

Come join me on Wednesday, September 7th, 2022, in beautiful Scottsdale, Arizona at AADOM's Annual Conference to dive deeper into the 5 Cs to Cultivate a Happier, Healthier, and Higher-Performing Culture! Click on this link: <https://www.aadomconference.com/> to learn more about this amazing, must-not-miss conference! ■

MEET JUDY KAY MAUSOLF AT THE
2022 AADOM CONFERENCE!



ASCA SPEAKER

MEET THE AUTHOR

Judy Kay Mausolf is a speaker, author and dental culture specialist. She coaches dentists and their teams on how to become better leaders, communicate effectively, work together, and deliver service with more focus and passion.

She is Past President of National Speakers Association (Minnesota Chapter), Director of Sponsoring Partners for the Speaking Consulting Network, a member of the National Speakers Association, Academy of Dental Management Consultants, and recognized as a leader in consulting by Dentistry Today. She is author of three books: "Delivering W.O.W. Service!", "TA-DAH!" and "Rise & Shine!", as well as 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!