

# “The Power of the Smile”

## A Teamworking and Customer Care Workshop

for the **ONE TEAM** at the Smiles & More and Smile Matters surgeries, Wednesday 18 January 2017

### AGENDA

- 9.00 Welcome, coffee on arrival, Objectives, Agenda
- 9.30 An introduction to teamwork: definitions; ingredients; key skills
- 10.00 An introductory teamwork task: “The Lego Tower” followed by debrief using a Teamwork Behaviour Checklist
- 10.45 Coffee and Tea Break
- 11.00 Results of “How Good Are We At Customer Service and Teamwork” questionnaires and discussions on issues raised
- 11.30 Let’s debate our vision and translate it into our practice objectives - our **SHARED** objectives - building a better practice for ourselves and our patients - AND our future patients
- 11.45 A teamwork task: “Wordpower” followed by debrief and self analysis using the Teamwork Behaviour Checklist
- 12.45 The vital skill of Assertiveness, including a fun questionnaire
- 1.00 LUNCH
- 1.45 A teamwork task: “ONE Big Happy Team”, including a treasure hunt!
- 2.45 How do we attract more patients - discuss!
- 3.15 Coffee and tea Break
- 3.30 The vital skills of Listening, Questioning and Body Language and their applications in caring for patents
- 4.00 Individual personal development with exercises in pairs on Experiential Teamwork Personality Profiling (discovering your Bright and Dark sides!) and using “A Little Book of Epigrams”
- 4.45 It’s all about TEAMWORK. How CAN we improve? How ARE we going to improve? Discussion and agreement on our Action Plans
- 5.00 Issue of CPD Certificates, summary and close

We have two surgeries, but we are **ONE** big proud and happy **TEAM** - pulling together towards **SHARED** Objectives -

