

We Are “Great People”

What can you do collectively and individually to develop and exhibit the 5 characteristics of a great patient oriented team. What can you do to be more positive, competent, confident, passionate and nice? Take ten minutes right now to discuss and write down your team commitment in each area. Then, take one of those characteristics each week for the next 5 weeks and work on them. Talk about the characteristic of the week in your morning huddle. Make a concentrated effort to be the team everyone talks about. To be the team with which everyone wants to work. To be the team to which patients want to repeat and refer over and over and over again.

What can we do as a team to be more **positive**?

What do we need to do to increase our **competence**?

What do we need to do to improve our personal and professional **confidence**?

How **passionate** are we about what we are doing and how can we become even more so?

What specific things can we do to be **nicer** to each other and to our patients?