



Welcome to issue #2. February was a very busy month for the Inspero crew. We spent time catching up with many of you at the excellent AES Annual Session in Chicago. Thanks to so many of you who stopped by our booth, took information, purchased learning resources & registered for workshops! Our own Ryan Coulon presented “Connecting with Your Patients”. He shared “Five Secrets” - see page 2. Keep an eye out for more content from his talk to be released soon. Bob, Bill, Ryan and Irene just wrapped up a successful two-day version of our Applied EI workshop in Southern California. Check our “See Us Live” section for more upcoming workshops. Special thanks to our Executive Admin Peggy Sharp for the motivation behind much of this issues content.

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E-motion Explored – “Responsive”  
POI – Person Of Interest  
Opinion – What are we thinking?  
See Us Live! – Links to our Live events

# inspero eNewsletter

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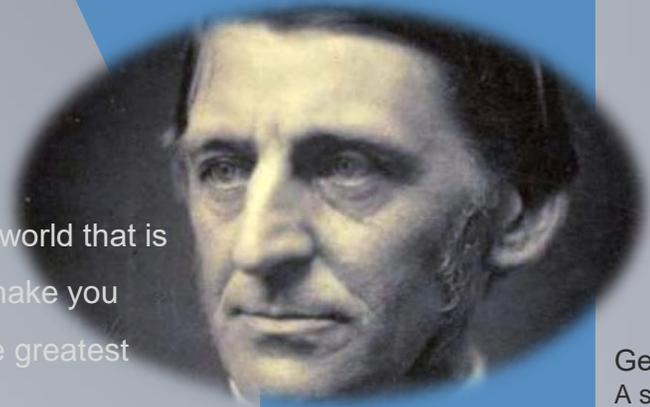
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“To be yourself in a world that is constantly trying to make you something else is the greatest accomplishment.”

-Ralph Waldo Emerson



POI:

Get to know...Paul Revere.

A silversmith by trade, he was trained through apprenticeship to be a dentist. He appears to have focused on replacing missing teeth rather than attempting any repairing of teeth. Most interestingly, he was America's first Forensic Dentist!

emotion explored:

Since this is only issue #2, let's keep this explanation about this section. One of our foundational workshops is [Applied Emotional Intelligence](#). In this workshop we provide explanation and a handout about the variety of emotions available to us that we rarely utilize. Part of developing your own emotional intelligence includes expanding your vocabulary and understanding about emotions and which emotions you may be experiencing at any given time. As you further understand the feelings involved with the emotions you will learn to better deal with and share those emotions. Empowerment is the path to fulfillment. With that introduction let's get started with our 2nd word:

“Responsive”

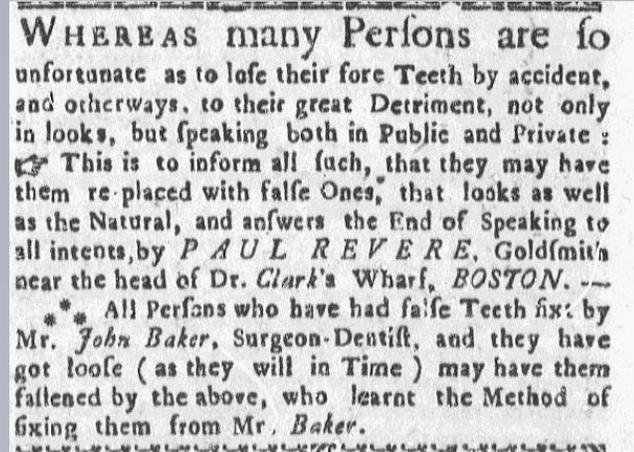
Formally from Merriam Webster – showing interest, quick to respond or react appropriately or sympathetically (Sensitive).

As a follow-up to our word last month (Interested) this month's word goes a bit deeper and implies a sensitivity and empathic emotion along the same vein as “interested.” Being Responsive may only be noticed in hindsight since it is such a quick-response type emotion. With that said it is still an emotion that can be cultivated and grown.

You can practice a mindset of responsiveness by being present with the person with whom you are interacting. Generous listening and active engagement with that other person will allow you to more readily process their words and actions which, in turn, will provide fuel to form that connection.

Advice from Ryan's recent talk at the AES meeting are a good fit here. He was talking about five secrets to a deeper, more authentic connection:

1. Listen Generously
2. Stay Curious and suspend Judgement
3. Be Real
4. Respond to emotions with emotions...not logic
5. Be Present



Opinion:

There is a lot of chatter about Walmart Dentistry. If this concerns you reach out to us and tell us why.

See Us Live!

[EI – Tampa or Austin](#)

[ASP – Austin](#)

[NPE – Cedar Park, TX](#)