

# Culture Tool Kit

## *Cultivating Your Greatest Asset*



### Lead with Purpose and Humanity

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- Clarify the Purpose and Vision of the practice
- Set up Zoom calls with the Team Weekly
  - Offer updates on the Practice
  - Offer updates on the Virus
  - Offer any advice you might have for them and their finances
  - Offer updates on changes that might occur when they return
  - Ask for updates on each team member and their families

### Growing Through the Challenge

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- Provide learning opportunities for the team during this time
- Time is now on your side to train your teams with intention
- Hard Skills: PM Software, Provisionals, Records, Lab
- Soft Skills: Communicating with patients and each other
- Phone Skills, Team Conflict, Treatment Presentation
- Online Continuing Ed
- Training via Social Media
- Facebook, YouTube videos are abundant with training modules during the closure

## CULTURE TOOL KIT

### *Cultivating Your Greatest Asset*

- Local Learning Groups
- Study Clubs
- Professional magazines
- Mentors
- Inspero Programs

## Refresh Your Representation

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- Update Décor
  - Clean and or replace furniture
  - Changing out a rug or a chair can make visible difference that your patients will notice

## Connect to Your Future

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- Review your Strategic Plan and share with team
- Read or revise your Vision
- Read and update Practice Mission
  - What have you accomplished? What's next?
- Read and update Practice Goals
  - What have you accomplished? What's next?
- Renew your 3-5 year plan
- Read or create your WHY
- Discuss possible changes to implement when reopening
  - Updates you have read or heard via online programs

## Websites for Resource

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[www.insperoteam.com](http://www.insperoteam.com)

[www.zoom.com](http://www.zoom.com)

[www.ted.com](http://www.ted.com)