



Most of the country is now slowly getting back to work. How has that process been for you? Are you excited? Somewhat fearful? [Let us know](#) what it has been like for you, your teams and your patients.

This issue is coming to you with another cloud of confusion, rage, violence and uncertainty across the country. We are hopeful that conscious leaders will lead level-headed, constructive conversation and necessary changes can help pave the way for a better future.

Our Thursday night calls are on a couple-week hiatus. We will be back soon with more about that.

If you haven't already, please [subscribe](#).

Each publication will be sent via email and available for download from our [website](#).

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# QOTD

“The health of the relationship (between the doctor & patient) is more Important than the health of the patient.”

— Bob Barkley, DDS



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## POI:

Get to know...**Dr. Bob Barkley**

Bob was born on August 23, 1930. He practiced in a university town of 13,000 people, Macomb IL, close to Ipava where he grew up.

Before his tragic death in 1977 in an airplane crash, he became the most popular speaker in the history of dentistry. He spoke to tens of thousands of dentists throughout North America, Europe, Japan and Australia. He wrote a book, Successful Preventive Dental Practices, that was eventually translated into Japanese and almost single handedly began the preventive dentistry movement of the 1970's. A master storyteller who wove humor into his poignant stories, he regularly spoke to audiences of 800 to over 2,000. About a month before his death, while speaking at the last meeting of the American Society for Preventive Dentistry in Denver, Bob stated almost prophetically, that if he were to die tomorrow, he would want his epitaph to read, “The man most responsible for humanizing dental education.”

### It was Bob who first coined the term co-diagnosis.

Too often the construct is, “we must do this now Mrs. Smith, so will it be good, better or best?” Given that urgency of choice, Bob used to say most people choose good or better, but not best. And, sadly if all you offer them is the best, then they will often leave your practice altogether. Bob pointed out, that those of us who go off to places like the Pankey Institute, to elevate our diagnostic and treatment skills, without elevating our understanding of ourselves and others, run the risk of greatly exceeding our patient's expectations. We are so unlike any dentist they've seen before and we are so ready to do it now, that we scare them. They often leave never to come back. Meanwhile they tell their friends, don't go there, he/she will over diagnose you. Bob was the first I heard say, “We must make quality the constant and time the variable. Not the other way around.” What he believed was that we should begin by establishing a relationship by coming to know each other first as people and then, together collaboratively look at the individual's dental health, while asking where they will be in the future, if the problems are allowed to persist? Once that is clear, if we then talk about choices for correction, beginning first with controlling the active biology of the problem, most people will ultimately choose our best and finest care. —material adapted from a 2002 article by Bob Frazer.

# emotion explored:

## Distant

Distant is an extended emotion from Anger and Hurt. It is a common response when the world around you becomes frustrating, uncertain, confusing, and more.

Many of us grow silent. We distance ourselves physically and emotionally from the turmoil.

This may be from a desire to protect yourself. Or it may be from a lack of knowing what to do. Or you may have your own personal reason why.

Regardless of your reason (s) for feeling distant it is time to dig in to this emotion.

How does it feel – what are the physical manifestations of experiencing this emotion?

Take a minute, close your eyes and do a **body scan**: with each breath in think about a different body part and how it is feeling in this moment.

Get to know the **sensations** associated with the *emotion*.

Now, go talk about it...and listen to someone else talk about their experiences, feelings and emotions concerning the world right now.

## This will be your opportunity to practice mindful listening and generous listening!

**Mindful Listening** = just listen with the intent to understand.

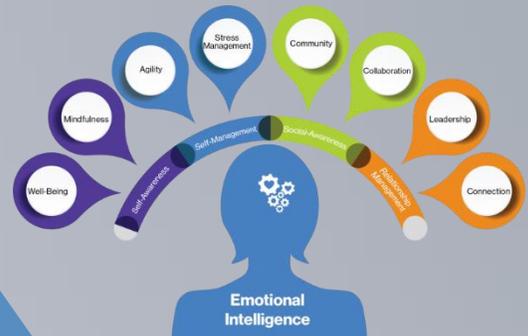
Don't interrupt, don't tell your story...just listen.

**Generous Listening** = listen to understand and ask clarifying questions.

# Learn With Us Live!

[EI – Austin](#)

[ASP – Austin](#)





### Community – Peggy Sharp, Executive Admin



I have been thinking a lot about my “community” of late. So, I decided to look up the definition: Per Wikipedia, Human communities may share **intent, belief, resources, preferences, needs** and **risks**, affecting the identity of the participants and their degree of cohesiveness. During this COVID journey we have all been aware of where we are in our communities.

Are we in complete lockdown?

Are we afraid to open our doors, walk the neighborhoods, embrace today’s opportunities by planting flowers, sitting on our porches waving at the passerbys, or volunteering to pickup groceries, prescriptions or items our neighbors need?

Am I congruent with who I was before this pandemic hit?

How have I changed?

What keeps me moving forward to my new normal?

How can I grow from this experience?

How will you?

This looks different for every person as I have witnessed in my neighborhood. The fearless who are not afraid of COVID. No masks, no social distancing, nothing until they are ill, and the realization that a few precautions could have saved a life they exposed including theirs. The frozen who hide in their homes afraid to venture out of their own front door to enjoy the sunshine on their faces, closed off from the world through curtains drawn tight, and isolation to watch hours of TV depicting fear, death and gloom. The socially responsible who respects themselves and others by wearing a mask, observes social distancing and strives to keep everyone unexposed. They have adapted to working out without the gym, have found the beauty on our sidewalks with words written in chalk by children, families walking or riding together.

These are my observations;  
everyone is unique and beautiful.  
**Where are you?**

