



Fall has officially arrived in the Midwest. The windows are open, and the cool breezes are bringing a new, crisp feeling to the air. The windows of opportunity are also wide open. Dentistry is a special field. Our ability to help people, provide for our teams of people and make a difference in the lives of our communities is something to be proud of.

This month we have something **NEW** to show you – the **Coaches Corner**. This will be an on-going segment that will bring you something valuable from one of our coaches. In this issue we have Dr. Bob Frazer sharing some insights about current questions he has faced from clients. Check it out and let us know what you think.

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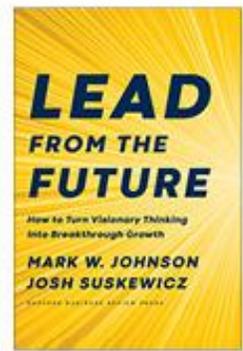
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QOTD

“The vision of the future that you develop will have to feel as real to you as anything else in your purview.”

— Mark Johnson



MARK W. JOHNSON
LEAD FROM THE FUTURE

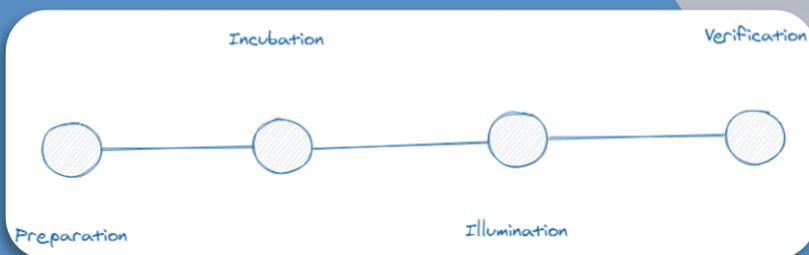
emotion explored:

Inspired!

A feeling of inspiration is often associated with artists. However, it is an emotion that any of us can channel, and we should. I think of the “flow” state that we have heard so much about where you are so immersed in an activity that you lose track of time. For some of us this may happen when we are fully focused on that crown prep.

We can also utilize this feeling in creative explorations of visioning and planning our future.

Aaron Aalto has a Youtube [channel](#) where he talks about developing this creative state whenever needed.



This month our study club has been reading this new book from Mark Johnson and Josh Suskewicz. In “Leading From The Future” the authors express the importance of having a detailed, vivid vision of the future from which you strategize and implement the necessary actions and resources to propel you and your business forward. This dovetails nicely with what we teach in our [Applied Strategic Planning](#) series for dentists and their teams!

Last month I mentioned we were going Virtual with our November EI. By now you should have received a specific email about a [Taste of EI](#). On November 5 and 6 we will have 3 hours each day that brings you the basics about Emotional Intelligence and then focuses in on Listening and Conflict Resolution.

This Live Virtual course will be led by Bob, Bill and Ryan. It is a screaming deal at \$299.00 per person.



Learn With Us Live - *Virtually!*
[EI – Austin](#) November 2020

Prepare yourself by thinking about the topic, jot down ideas. Next, let them incubate. Third, expand on the ideas. Finally, revisit your ideas to verify and add...then repeat the process. Inspiration at your fingertips!





Coaches Corner

One of our most gratifying services over the last 25 years is Performance Coaching. This is a one on one relationship with an Inspero Coach that helps clients release their highest potential, course correct and learn generativity (the process of envisioning the end you wish to achieve), thereby attaining the highest success with fulfillment as they lead their practices. A tailored Developmental Action Plan is created as part of a Pre-coaching Assessment. This allows docs to have what virtually every CEO in America has - a personal coach whose walked a similar path - in building an excellence-oriented, relationship based, values driven and thriving fee for service practice. Coaches speak with their clients multiple times each month tackling problems and opportunities together. This column will anonymously feature how to solve problems and achieve breakthroughs that you may also be facing.

During several calls this month clients reported that after a surge of re-care patients returning after the COVID Lockdown, they have suddenly seen an alarming drop in appointments in their October - November hygiene schedule. There are several things you can do to overcome this concern:

First, meet with your hygiene department including your primary admin. /hygiene coordinator.

Second, define the problem (hopefully your departmental forecasting metrics [CSI's] has already alerted them).



Thirdly, generate a list of all overdue patients by RDH.

Fourth, ask each RDH to review the list and classify each person in the following way:

A = a person who the Hygiene Coordinator can simply call, express their concern along with inquiry as to what might be keeping them away, reassure and likely appoint.

B = a patient with specific existing dental health concerns that could affect general health that the individual's RDH should reach out to personally.

C = those patients who are overdue but are often inconsistent who should be contacted by your coordinator once the A's and B's have been contacted.

Collaboratively set a date with the RDH team to begin and complete this process. If necessary, to add RDH hours - suggest you ask them to do this kind of work at the highest clerical wage tracking their after-hours work. If you have questions, please [contact us](#).