

Successful Team Meetings

Team Meetings are crucial to the success of every dental practice. When team meetings are well-defined, well-organized, well-facilitated and productive, you can feel confident the time and energy invested are well spent. Too often, team meetings do not have one clear purpose, are fraught with tangents and interruptions and fizzle when it comes to problem-solving and decision-making, leaving you frustrated, discouraged and overwhelmed by what did not get accomplished.

The first step in ensuring successful team meetings is to be clear about the purpose of the meeting; what do you hope to accomplish? Focus meetings on key issues that motivate your team and let them identify the priority of items to be discussed.

The second step is to plan the meeting and create a well organized agenda that will help you accomplish your goals.

The third and perhaps most significant step is to manage the meeting well. Hire or assign a facilitator who is not attached to the subject at

hand or the solutions considered. The facilitator's role is to keep you on track, pay attention to idea generation, problem solving, decision processes, the agenda, and time management. The facilitator will make sure there is room for everyone's ideas and make sure everyone is participating. ***And, attitude matters!***

Bring a spirit of ownership, openness, curiosity and creativity. Good Meetings will energize participants, contribute to building a cohesive and aligned team and ensure practice success.

Meeting Types

- **FYI** To share data, facts and practice policies or logistics
- **Planning** To create long-range action plans usually mission oriented
- **Problem-Solving** To deal with immediate issues related to day-to-day business
- **Decision-Making** To finalize a process and gain commitment to decisions
- **Monitors** To review the progress of practice or assess team accomplishments
- **Evaluating** To assess the performance of an individual or project
- **Training** To develop skills or knowledge of the team
- **Celebrating** To provide social opportunities and reward team performance
- **Marketing** To brainstorm ideas and/or update team on stats and successes
- **Patient Service** To debrief patient visits and /or plan for future visits
- **Team Building** To develop a cohesive, congruent and collaborative team
- **Leadership** To revisit vision, mission, direction and goals
- **Daily Huddle** To review schedule and ensure exceptional patient care
- **Learning Moments** To coach and debrief with individuals in training

Successful Team Meetings • Terry Goss & Associates



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Planning

- **Why?** What is the purpose of the meeting?
- **Who?** What is the right mix of participants?
- **Where?** What location will provide the best atmosphere?
- **Circumstances?** What climate and spirit are we aiming for?
- **How long?** What is our attention span?
- **How much?** Can we handle the entire agenda?
- **Preparations?** What should be done in advance?
- **Follow-Up?** How will we get full value from our work?

Managing The Meeting

- State and Restate the question until all agree on the problem or issue to be discussed
- Clear the way for honest opinions, suggestions and insights from the outset
- Think of options as hypothesis – look for the value in ideas and test them instead of arguing
- Insure that only relevant information is contributed
- Encourage dialogue and exploration of all ideas and perspectives
- Avoid judgment and assumptions
- Embrace diversity
- Commit to resolving issues
- Remember that choosing to do nothing is a legitimate choice
- Develop feedback processes to measure success

Goal Setting and Accountability Follow-Up

- Specific
- Measurable
- Agreed Upon
- Realistic
- Time Bound

“I think ultimately, the truest sign of a learning organization at work will be when people begin to enter into dialogues of joint inquiry instead of always advocating their positions. Then we will begin to learn what never could have been learned individually.”

Peter Senge

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Team Meeting Agenda

Type of Meeting: _____

Facilitator: _____ Date: _____

Note taker: _____ Time: _____

Timekeeper: _____ Location: _____

Attendees: _____

Please read: _____

Please bring: _____

Agenda Items

Topic	Presenter	Time Allotted

Other Information

Resources: Flip Chart, Markers, Timer, Pens, Paper, Light Refreshments

Special Notes: Put phones on service, Note on front door

Closing: Name one thing you liked about the meeting

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