

## EP.15

## Meeting Do's and Don'ts

**You got the meeting on the calendar, but did you accomplish anything?****What is the benefit of scheduling meetings?**

For the practice: Without meetings, your hygiene department will never be productive. Meetings should not be seen as a loss of production because you are not seeing patients. The purpose of meetings is to make more money because you will have a plan on how to hit your goals.

For the patients: You will also deliver better patient care because you will have better processes and systems in place for consistency.

**MEETING DO'S:****1. Have Meetings**

- Necessary to make sure you get things accomplished, you are progressing towards your goals, and intentionally setting those steps in place to meet your goals.

**2. Put it on the calendar on a set day and time so everyone can be present.****Mark these for the rest of the year.**

- Communicate to entire office so everyone can plan accordingly.

**3. Have the meeting off site or in an area where you will not be bothered****4. Make a plan and prepare**

- Involve the rest of the team- one person should not always form the agenda.
- Team Leaders -Team will tune you out if it is always you "telling them what to do." Form an itinerary the week prior and email the outline to the team. Give them the platform to respond with anything they want to add. Give them a deadline.

**5. Have a time keeper to watch the clock**

- Start on time, stay on track, end on time, follow meeting structure.

**6. Have someone keeping notes so you know everything discussed.**

- For your documentation, if anyone is sick, or if something needs to be communicated to any other departments.

**7. Keep an Action Item List**

- o Not the same person for everything-needs to be distributed amongst team.
- What is their plan? What is the statistic they will report back with at next meeting?

**8. Break up the meeting to create and keep attention**

- Role Play! Guest speakers
  - o Ex: Other departments- insurance coordinator
  - o Ex: Who is killing it at fluoride acceptance? Occlusal guards? Etc.

**MEETING DON'T's:****1. Do not come unprepared**

- It will turn into a complaint session and not solution oriented.

**Follow the steps above and you will have more intentional and more productive meetings every time!**