

How Effective is Your Dental Team? Test Your Team's "People Skills" ...

Answer "yes" or "no" to the following questions. Give yourself one point for each "yes" answer.

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| 1. Team members get along well with one another. | Yes/No |
| 2. Everyone seems to share the same vision. | Yes/No |
| 3. Each team member has a clear sense of purpose, goals and roles. | Yes/No |
| 4. There is a great deal of cooperation and collaboration among team members. | Yes/No |
| 5. There is a high level of trust and respect among team members. | Yes/No |
| 6. Participation is equal among team members. | Yes/No |
| 7. Team meetings are productive. | Yes/No |
| 8. Team members are consistently recognized and rewarded for teamwork. | Yes/No |
| 9. Team members communicate openly and honestly with one another. | Yes/No |
| 10. Productivity is consistent. | Yes/No |
| 11. The front office and clinical team cooperate well with each other. | Yes/No |
| 12. A solid system is in place for resolving conflict. It is used regularly and quickly. | Yes/No |
| 13. We empathize with other team members' feelings and needs. | Yes/No |
| 14. We are all fairly flexible. | Yes/No |
| 15. We listen to understand each other and remain calm when upset. | Yes/No |
| 16. There is a high level of skill mastery among all team members. | Yes/No |
| 17. We do not gossip about one another. | Yes/No |
| 18. The team attitude is mostly positive and upbeat. | Yes/No |
| 19. We have fun as a group. | Yes/No |
| 20. We consistently strive to improve our interpersonal effectiveness. | Yes/No |

Scoring

20 points – Congratulations! Your skills are top notch! You are modeling the way for others – way to go team!

16-19 Points – Good work! Overall, your team is likely to communicate and interact quite well with one other. Yet, your team's score indicates a few areas in need of improvement. These can be enriched with training, coaching or self-directed learning.

10-15 points – These results show occasional or frequent signs of difficulty. There are most likely actions/decisions made without adequate thought about their implications. Relationships are most likely showing signs of strain. Professional development would help the team enhance competencies and build skills.

5-9 points – This score indicates lots of room for improvement! Your team could be far more productive and effective – and a lot happier. It's time to enlist the help a professional - ASAP!

0-4 points – Help is what you need – and quickly! This score is symptomatic of critical derailment. Waste no more time – or productivity – it's time to get back on track! Hire a consultant who can restore the team to good health!