

1. Have you ever asked a team member to do a certain task and they didn't quite do what you had envisioned?
2. Have you experienced chaos in the middle of your day?
3. Are you clear on where you and your team are headed?

If you answered yes to any of these questions, you might be suffering from unintentional communication.

Don't feel bad! Most people suffer from the same epidemic. In our coaching program, we will talk a lot about how words build worlds, and in your case words will build your practice. When you can learn and execute the art of intentional communication, you will watch your team soar to new heights because they will feel empowered by clarity to do so.

To help you get started, I have put together a checklist of things you should be doing in your practice right now to support a healthy environment for intentional communication.

If you are doing these things and you are still feeling stuck, let's talk! If you haven't been doing these things, get started and then...Let's talk!



- ❑ **TEAM MEETINGS** - 1-4 times a month you should have scheduled time to meet as a team while you are not seeing patients. These meetings need to be planned/scheduled, structured, and engaging.
- ❑ **HIRING/ONBOARDING** - to ensure good communication, it has to start right from the beginning. Make sure to streamline and level up your hiring process. This would include (but not limited to) clear and exciting ads, a fail proof interview process, the introduction to your practice mission and vision, and job descriptions and expectations. Once hired, you need to be certain that you have given intentional thought to your training process.
- ❑ **PERFORMANCE REVIEWS** - 1-4 times per year you should be meeting with your team members individually to discuss the performance and expectations of that team member. This should also be done in a 30-60-90 day with new hires to ensure expectations are clear right from the beginning.
- ❑ **JOB DESCRIPTIONS** - A team member needs to be told and given in writing a description of primary and secondary duties. Checklists for duties, maintenance, and tasks are also incredibly helpful.
- ❑ **PROBLEM/SOLUTION FEEDBACK** - All practices have unexpected needs and problems. Be sure to have a system, that helps the team capture the problems your practice notices regularly, and create solution based thinkers to enable a flow through those challenges.
- ❑ **METRICS** - Metrics are like diagnostic x-rays. They provide a deeper look at what is happening within your practice. Metrics reports can become an important catalyst for conversations around performance and a powerful decision making tool for the owner. Make sure to have a team version metrics report, and a deeply involved Manager/Owner metrics report to ensure your practice is operating in the most dynamic, optimal way.
- ❑ **TEAM BUILDING** - Create opportunities to get to know your team. Without knowing them and understanding their lives, it will be difficult to lead with intentional communication. You must know most of the story to provide stellar leadership. Get to know your team and help them to get to know each other!
- ❑ **CELEBRATE** - Be sure to express your excitement over large (and maybe even small) milestones that are accomplished in your practice. Tell your team you appreciate them. Show them you are pleased with their contributions to the practice successes.
- ❑ **CONTINUED LEARNING** - Create space and opportunity for your team to continue learning applicable skills. The Compass featured concept “Internal Study Clubs” is a great way to affordably and impactfully teach your team. The ROI of knowledge is boundless, so invest in your team's learning to keep them fresh and on top of their game.

We would love to help you with all of these things, and have developed resources, workshops, and systems based on our “boots on the ground” experience with our teams.

Let us help you too! You can email samantha@compassdps.com for a free 30 minute consultation to discuss how we can help. Keep Communicating with Intention...

You Got This!

