

Dental Training Needs Analysis Form

Think About It - What do **YOU** want/need? - (that impetus has to offer)

Use the boxes below to help you consider the potential benefits of training designed to boost interpersonal skills, motivation and teamwork. Then use the checklists on the next page to help you think about HOW to do it.

PRACTICE OBJECTIVES AND PRIORITIES

What are your practice **business** / strategic / marketing priorities?

What are your practice **people** priorities - development, structure?

What are your practice **team** priorities - relationships, communications, teamworking?

SUMMARISE - your key business objectives and priorities:

TRAINING OBJECTIVES AND PRIORITIES

“**Objective**” objectives - **RESULTS** required in specified areas - targets, goals, issues, problems

“**Indirect** objectives” - developing skills & functions needed to achieve objectives (refer next page)

Team**BUILDING** - motivating, rewarding; developing relationships, empathy and mutual respect

Team**WORKING** along the patient journey, communications, agreeing / understanding **SHARED** Objectives

Consider individuals, small group, specific roles & whole team needs to **SUMMARISE** priority training objectives

Janus Creative Planning®

Now, having done all the above, **VISUALISE** the situation once you **HAVE** achieved all your training objectives! Choose a time in the future (eg 6 months or a year from now); and make notes in the **present tense** - eg (in 6 months time) “we are **now** better at; we **have** x more patients; I **am** doing x implants a month; our new dentist **is** doing brilliantly, etc, etc.” Then **look back** from the future and ask yourself “**what MUST have happened?**”

Use this page to refine your current training priorities

We offer one day, half day and two hour training sessions and coaching. All our courses and workshops are tailor-made for each individual practice, so are, in effect, a "pick 'n mix" from the items in the modules below. But the theme of an event will usually be: Teambuilding, Helping Patients to Buy, or Our Patients are our Customers.

We also offer planned Long Term Programmes towards ever higher standards; evaluation and follow-up to all training; and can help practices to "DIY" by providing Teambuilding Tasks and a selection of books for purchase.

modules for specific functions:

- teamworking: principles and applications
- customer care along their Patient Journey
- presenting and selling treatment plans
- asking for commitment (closing the sale)
- dealing with objections and misconceptions
- asking for money
- managing difficult and/or nervous patients
- helping and training colleagues
- time management
- **other** - as required by client practice

modules on interpersonal skills and qualities:

- self knowledge and personal growth using "A Little Book of Epigrams"
- Experiential Profiling - for Teamworking, Helping Patients to Buy, or Customer Care
- assertiveness, resolving conflict
- questioning, listening and debating
- use and interpretation of body language
- creativity, creative and lateral thinking
- use of initiative - decision making
- **other** - as required by client practice

people management and leadership modules:

- 7 Responsibilities of Practice Team Leaders
- responsibility number 1 - "create and communicate shared objectives"
- Janus Creative Planning®
- Experiential Leadership Profiling
- engaging, motivating and inspiring staff
- appraisal and discipline interviews
- coaching on how to use the book "Leadership in the Dental Practice"
- **other** - as required by client practice

Also consider the "STYLE" of training; the Impetus default style is "*delegates learn by DOING and having FUN*"; and if you opt for all-action, which kind of activity will be most appropriate and enjoyable - for ALL participants? Optional types include: outdoor, with degrees of physical challenge; indoor, using resources like Lego; competitive between teams; targeted to skill needs - egs: creativity, assertiveness, negotiating, debating. If the training is tailored correctly to the needs **and wishes** of the people, we can **guarantee** success!

COMMENTS

If you wish your full practice team to help you identify training priorities, we can make available for a small fee one or more of our "*How Good Are We At?*" questionnaires: Teamwork, Customer Care, Helping Patients to Buy.