


► In addition to my “Day Job”


2017-18 President
American Dental Hygienists Association




► Lets Get Social ~

Instagram – tflipperdh  Instagram

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Are you following ADHA on Social Media?
Are you following Midwest, Mountain and Merit Dental?

► Course Objectives

- Understand key leadership principles
- Understand the importance of communication with internal teams and external stakeholders
- Recognize clinical service metrics that support clinical excellence
- Recognize the importance of the Standards of Clinical Dental Hygiene Practice to enhance clinical excellence

▶ What's your Leadership/Action Plan



You cannot THINK yourself into a new action....

You must ACT yourself into a new way of thinking.

▶ Do YOU have a Leadership Mindset

YOU must invest in yourself
YOU will want to "find your Tribe"

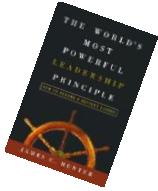


▶ What do we know about Leadership?



There are many principles and theory

▶ Servant Leadership



"Esteem and confidence come from setting and achieving goals, extending oneself for others, and getting oneself aligned with *True North*"

"You must practice leadership *Behaviors*"

"Knowledge without application is useless"

"The goal in developing leadership skills is not to be perfect. The goal is continuous improvement"

WILL = Intentions + Actions

▶ Exemplary Practices of Leadership

- Model the way
- Inspire a shared vision
- Challenge the process
- Enable others to act
- Encourage from the heart



"The Leadership Challenge – by Kouzes & Posner"

▶ Model the Way

- Create standards of excellence and set the example for others to follow
- Be professional and respectful of others



▶ Inspire a Shared Vision

- What do you want to see?
 - Patient care
 - Advancing/Transforming our Profession
 - Personal Development
 - Learning
- Get others “on your bus” and Believe that YOU can make a difference



▶ Challenge The Process

- Be proactive with change and look for opportunities to change the status quo
- We’ve always done it this way
- Become the change you want to see



OPPORTUNITYNOWHERE

▶ Enable Others To Act

- Leaders foster collaboration and build spirited teams.
- Support growth of others on the team
- Encourage and challenge with positive actions
- Open minds for learning



► Encourage From The Heart

- People will WANT to be part of the process if they “feel” the vision
- Celebrate small successes
- Let them “borrow” your belief in them
- Recognize individual contributions
- Make others feel like heroes



► Communication is Key



Patients

Patients come to us for our professional expertise. Are you acting as their consultant? Do you create urgency or minimize importance?



Teams

Interpersonal communication is critical to team development. What's YOUR role? Can you listen as well as speak?



Outside Stakeholders

What is YOUR brand? What do others see and hear from you? Verbal vs Non-Verbal

► Communication and Leadership

You cannot become a great leader without first becoming a great communicator



• Strive to gain consensus – “Do we all agree that our goal is to help our patients keep their teeth and have optimum health?”



• Addressing non-agreements – Dr. Smith, as I consider the treatment plan that was presented to Mary, I have questions regarding the treatment plan.... It did not seem in alignment with our goals to diagnosis and treat early ~ Can we talk about that?”



• “As a team we have agreed that everyone has a role in our collective success – Mary as partners on this team there is something that I need to discuss with you.”



• “Matt, I know that we have a shared goal to work toward keeping your teeth for a lifetime, it’s important for us to discuss the signs and symptoms of disease and infection that are present today so that we can plan accordingly for the next steps with your treatment”



• “So that we can work as a team and all be contributors to our goals, let’s talk about everyone’s role in the process.”

► Beliefs and Actions

Our actions must show that we believe in what we do and the value it brings to patients, our profession and a positive culture in whatever YOU do..

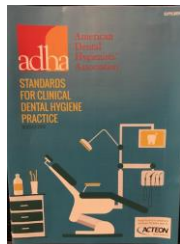


► Additional Leadership references



► Standards Lead to Excellence

- A developed *Standard* for excellence
- A resource for *ALL* Dental Hygienists
- You can find this document at www.adha.org

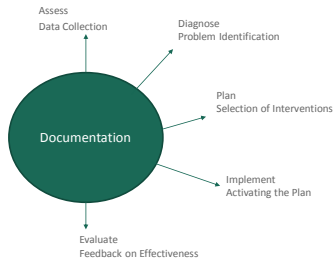


► Standards of Practice

- 1. Assessment
- 2. Dental Hygiene Diagnosis
- 3. Planning
- 4. Implementation
- 5. Evaluation
- 6. Documentation



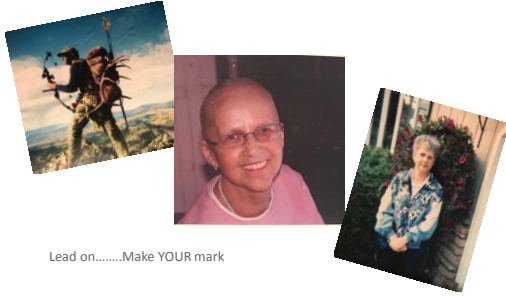
► Dental Hygiene Process of Care



► What are you measuring to show success



▶ There are leadership lessons everywhere.....



Lead on.....Make YOUR mark

▶ Let's close with a "Pep Talk"



▶ With Gratitude....

Thank you for the privilege to speak to you today.