

PEER-TO-PEER ARTICLES
WRITTEN BY YOU
OUR MEMBERS!

MEMBER FEATURES



MEET THE MEMBER

Denise is a “farmer’s wife” and has been married to her husband, Curt, for 30 years. In addition to being the proud mother of Kelsey and Dayton, she also enjoys spending time with her two German Shepherds, Izzy and Bryzzo. Denise received her Dental Assisting degree from Blackhawk College in 1989 and has over 30 years of dental office experience, ranging from chairside assistant to office manager. She received her MAADOM in 2020.

CREATING YOUR DREAM TEAM

...IT'S HARDER THAN YOU THINK!

MEMBER ARTICLE | BY DENISE COYNE, MAADOM

I've been an office manager at Quad City Orthodontics for eight and a half years, and with the company over three decades. To date, one of the most challenging duties to do is hire an employee. One thing I have learned is that you need to hire the right person, and it isn't as easy as it sounds.

Our office is fast-paced and requires a lot of independent work. We have to find the right individual who is able to handle working quickly and also has good hand-eye coordination. You might have the most talented and intelligent employee in the world, and it's still possible that they will not “work out”.

Replacing a team member is difficult, because training while also being short-handed is time-consuming. Our first instinct is to say “we need to hire someone with experience.” However, over the years, I have learned that is not always the right thing to do. For example, we hired an orthodontic assistant with experience from out-of-state. We were thinking she would hit the ground running. That was not the case! All dental offices do things differently; it also depends on the state you

operate in. The new employee had to learn our software, abbreviations for charting, where things were, and how our doctors like certain procedures done. Even experienced employees require training.

We sometimes spend more time with each other than with our own families. Our team is very close and needs to be able to get along with everyone else. They need to be caring and compassionate. We came to the conclusion that our office needs to hire for personality and attitude. You can always train the right employee, but you cannot change their personality.

Once, we hired an orthodontic assistant for her personality. Unfortunately, it did not work out well, based on the position she was selected to fill. But since she was a great asset to the team, we found the right position for her. Just because an employee does not work out in one position does not mean they are not the right team member.

Some situations turn out different than expected, but when you know you have the right person, you make it happen.

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...DREAM TEAM CONTINUED

Always go with your gut instinct; usually it's right! For instance, I once received a call from a dental assisting school about a student who wanted to intern at our office. At the time we were already training two assistants due to adding a new doctor. When I explained our situation to her, and stated that we did not have time for an intern due to training two other assistants, the director went on to tell me how exceptional this particular individual was. She was a model student. My instinct said this could be a

perfect fit, since we needed to hire one more assistant anyway. Needless to say, she is still an employee to this day!

Always seek feedback from your employees. Sometimes they see things that the office manager doesn't, especially from the clinical side. Their input needs to play a determining factor because they are the people who work side-by-side with other staff.

Always keep an open mind and follow your instincts! As long as you do that, you'll find your "Dream Team".



"We cannot solve our problems with the same thinking we used when we created them."

A. Einstein

Step 1: What problem can you solve by changing your thinking?

Step 2: Take a few minutes to answer the completely anonymous ethics survey at <https://forms.gle/7Ed6yZ5MjaExk6UL9>

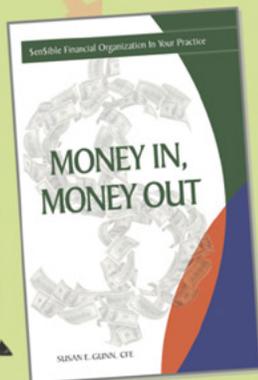
Step 3: Attend the Your Actions Speak Louder than Your Words presentation at the 2021 AADOM Annual Meeting.

Many of you are exhausted from the leadership required this last year plus the stress in your own personal lives.

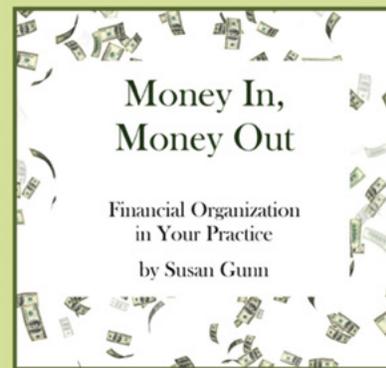
Come be refreshed and renewed.

And come visit Susan at SGS's booth!

It will be so good to see you.



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