Dental Hygiene
The Good, The Bad, The Ugly

Presented by Catrice Opichka, RDH, MS
What is Emotional intelligence?

Self-Awareness
- Awareness of your own thoughts and emotions

Empathy
- Seeing things through multiple perspectives

Self-Regulation
- Thinking before you react
- Remain calm and collected in times of stress

Social Skills
- Read verbal cues and body language of others

The Impediments of Teamwork

Agenda
Understanding the difference between practice agenda and personal agenda.
Everyone brings their own personal agenda to the table.
Understanding someone’s personal agenda can help in preventing workplace issues.
How do we focus the team on practice agenda?

Bullying
- Rudeness
- Hostility
- Violence
- Verbal attacks
- Aggression
- Belittling
- Harassing
- Sabotage
- Mobbing
- Public humiliation
- Belligerence
- Antagonism
- Cruelty

Why do people bully in the workplace?
Why don’t people stop bullies in the workplace?

Sabotage, Mobbing & Harassing are some of the most often seen bullying methods in the dental practice.
Barriers to Effective Team Performance

- Inconsistency in team membership
- Lack of time
- Lack of information sharing
- Hierarchy
- Defensiveness
- Conventional thinking
- Complacency
- Varying communication styles
- Conflict
- Lack of coordination and follow-up
- Fatigue
- Workload
- Lack of clarity in organizational goals

Notes

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Effective Problem Solving

1. Define the problem.
   - Be specific.
   - Be clear.

2. Analyze the problem
   - What is our circle of influence?
   - What are the specific concerns.

Circle of Concern
The things we are concerned about but have no control.
- Your genetic health issues.
- The economy.
- Natural disasters.
- What politicians did today.
- Interest rates.
- Traffic.
- What people say about you.

Circle of Influence
Things we have influence over.
- The values held by our children.
- The ethical culture of our workplace.
- The health of our relationships.
- The health of our patients.
How much respect you get from coworkers.

**Circle of Control**
Things we have complete control over.
- The route you take to work.
- How you vote.
- How you spend your money.
- How you spend your free time.
- What you eat and how much you exercise.
- Where you work.
- How much you gossip about others.

3. **Identify Solutions using divergent thinking.**
   - Focusing on the quantity of ideas, no the quality.
   - Exploring possibilities and look for unexpected combinations.
   - Deferring judgement of ideas.
   - Brainstorming.
   - Using your imagination.
   - Look for connections among remote associations.
   - Pursue the novelty of the idea.
   - Include all options...even the wacky.

4. **Choose the best solution using convergent thinking.**
   - Reducing the options.
   - Making choices.
   - Analyzing each solutions effectiveness.
   - Prioritizing and ranking the options.
   - Consider consequences of each solution.
   - Converge on the option to build on.

5. **Plan of action.**
   - What steps are necessary to implement the solution?
   - Who needs to be involved in order for implementation to take place?

6. **Implementation.**
   - Take action.
   - Follow through with demands, requests, and changes.

**Using Successes to Solve Problems**

Using the moments that we have made exceptional choices and yielded positive results can help us solve future problems.
Breaking down the pearls.
What did I do?
What did I say?
How did I think?
Who was involved in making it a success?

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Where is the problem in our circle of influence?

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Implementation
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