

Managing Your Time

Menu



Definition of Time Management

- Making Best use of Your Time
- The Efficient Use of Time
- Working Smarter not Harder

Menu



It is not the Hours We
put in
but what We put
into the Hours

Menu



Principles

- Are Guidelines
- Not Rules
- Guidelines have Exceptions

Menu



Rules

- Rules are Rules
- Rarely have Exception

Menu



Principles are
for Wise Men

Rules are for the
Guidance of Fools

Menu



The Advantages of
Good Time Management
You might end up
where you want to go to

Menu



Do you know
where you
want to go?

Menu



Do you know where you are Now?

- Professionally
- Socially
- Financially

Menu



Do You know who You are ?

If you are capable of being
Introspective

You are more likely to to know

Menu



What are your Assets?

- Financially
- Computer Literacy
- Typing Skills
- Sporting Skills
- Work Skills

Menu



Irish Story

Asking an Irishman the Way

Answer

“Well I wouldn’t start from here”

Menu



Queen Mother Story

The Queen Mother went to visit an old people's home
She went up to an old lady and asked her if she knew
who she was

The old lady said "No but if you ask matron she will tell
you"

Menu



Future Focus

- The Ability look to the Future
- To plan ahead

Menu



The Eighty Year Old Man with Future Focus

A retired eighty year old man had some
land on which he grew trees

Asked what he was doing with the trees
he outlined his plans for each area of
his land for the next thirty years

Menu



People who have
future focus tend to
live longer ?

Menu



Where do you
want to be
in the Short Term?

Menu



Where do you
want to be
in the Medium Term?

Menu



Where do you
want to be
in the Long Term?

Menu



Put a Time Frame on
where You want to be
in the Future

Menu



For Example

Menu



Where do you
want to be
in 5 Years?

Menu



Where do you
want to be
in 10 Years?

Menu



Where do you
want to be
in 20 Years?

Menu



When do You
wish to
Retire?

Menu



Do You plan
to die at the
Chairside?

Menu



Why would you
wish to Retire?

Menu



List the Reasons
Why would you
wish to Retire?

Menu



How Many can
you eliminate ?

Menu



The More you
eliminate now

The Happier you might be
Now

Menu



Do You wish
to develop
Your Life?

Menu



You don't
have to

Menu



If You
don't change
be aware of the
Consequences

Menu



If You stand still
You are moving
backwards

Menu



Everything around
You is moving on
while you are
standing still

Menu



Why are
you here?

Menu



You feel you
ought to
be here

Menu



To play
“Mines bigger
than Yours”

Menu



To play
“In Our Practice
We do it like
This”

Menu



It beats
grinding on
Teeth

Menu



Are you
seriously
here to develop
yourself?

Menu



Do you want
to be
More Successful?

Menu



How
Successful do you
want to be ?

Menu



What are the Qualities of High Achievers ?

Menu



High Achievers

Determined to
solve problems

Menu



High Achievers

- Successful Concluders
- Performers
- Go-getters
- Movers and Shakers

Menu



High Achievers

- Have Self-confidence ?
- Have Positive Mental Attitude
- They set Goals
- Challenge Limiting Beliefs

Menu



Limiting Beliefs

- Beliefs that are not true
- Beliefs that limit one's progress

Menu



Limiting Beliefs

- Unrealistic Fears
- If such and such happens
- This will happen
- When it is unlikely to happen

Menu



Limiting Beliefs

- “I can’t afford It”
- instead of
- “If I do such and such
- I will be able to afford it”

Menu



Limiting Beliefs

- “I haven’t got the Time”
- instead of
- “I can do it”
- “If I plan my Time better”

Menu



Limiting Beliefs

- “I haven’t got the Experience”
- instead of
- “When I get the Experience”
- “I will be able to”

Menu



Limiting Beliefs

- “My Staff wouldn’t like It”
- instead of
- “I will present the Idea to my Staff”
- “and see what They think”

Menu



Limiting Beliefs

- “My Boss wouldn’t like it”
- instead of
- “I will present the Idea to my Boss”
- “and see what he thinks”

Menu



Limiting Beliefs

- “We haven’t the Staff”
- instead of
- “If I employ more Staff”
- “I will be able to”

Menu



Limiting Beliefs

- “We might lose Patients”
- instead of
- “I will try it out on a few patients
- “and see what happens”

Menu



Challenge Your Beliefs

Menu



Are they Realistic Beliefs ?

Menu



Or are they
Limiting Beliefs ?

Menu



Question your Reasons for Not Changing

- Are they due to Realistic Beliefs ?
- or Limiting Beliefs ?

Menu



Beliefs

- May be Valid or Invalid
- May be Valid Today and in the Future
- May be Valid Today and Invalid in the Future

Menu



Beliefs

- Are Personal
- Are Valid to Us
- My Beliefs may or may not be Valid to Others

Menu



When you look back at
Who you were
at School with
Who turned out to be
Successful

Menu



Do You want to be
Average

Or do You want
to be the Best

Menu



Reason for Success

The Ability to deal with
People effectively

Menu



The Difference between Failure and Success

- Is doing Things nearly right
- and doing Them exactly Right

Menu



Goal Setting

- What do I really want to do in life?

Menu



If You want to be Big
You have to think Big

Menu



Success is a Journey
not a Destination

Menu



Success is
the Realization of
Worthwhile and Personal
Goals

Menu



Low Achievers

Give up before
trying all Options

Menu



Low Achievers

- Spend too much Time talking about the Problem
- instead of Solving the Problem

Menu



Low Achievers

- Spend too much Time talking about the Problem
- after the Problem has been solved

Menu



Low Achievers

have no
Future Focus

Menu



I used to be indecisive
but now I'm not sure

Menu



Adults

Take Responsibility

Menu



Children make Excuses

Menu



What does it Cost
You to be Here?

Menu



Cost of Accommodation

Menu



Cost of Travel

Menu



Loss of Earnings

Menu



Cost of New Equipment

Menu



Time away from Home

Menu



What What are
the advantages of
being here?

Menu



To improve
your quality of life ?

Menu



To improve
your job satisfaction
?

Menu



To make better use
of your time ?

Menu



To improve
your capabilities ?

Menu



Who do I work for ?

Menu



We all work for
Our Patients

Menu



How Much have you invested in Yourself ?

- Time
- Money
- Effort

Menu



The Best Investment
we can make
is in Ourselves

Menu



We get out what We put in

Menu



The Bucket and the Scoop

If you have a full bucket of water
and you take scoops of water out
and continue to do so

You end up with an empty bucket
unless you put some water back
into the bucket

Menu



Life is like
the Bucket and the Scoop

If we keep taking
We end up with an Empty Life

Menu



Relationships is like the Bucket and the Scoop

If we only take from People
We end up losing Relationships

Menu



Change

Menu



Change does not always
mean Progress

Progress always
involves Change

Menu



Progress

by the Yard is Hard
by the Inch is Cinch

Menu



If you make small changes at a Time

- Assess where you are today
- Assess Your Progress in 3 Months
- Reassess 3 Months later
- Repeat each 3 Months

Menu



After a Year

*You will be amazed
at Your Progress*

Menu



Planning for Change

Menu



Do You want
to change?

Menu



When is a Reason for not doing Something an Excuse

Menu



Question your Reasons for Not Changing

- Are they Valid
- Have You thought it through
- Have You slept on it

Menu



Good Reasons for Changing

- When the Project or Change is a Good One
- and it is possible to do the Project or make the Change

Menu



Keep an Open Mind

Menu



Man who says He is
too Old to learn

probably
always has been

Menu



Here lies Dr Jones

qualified aged 24

died aged 25

buried aged 85

Menu



Man who says
it cannot be done
should not stand
in the Way
of Man already doing it

Menu



Man who says
He can't
is
probably right

Menu



There are Two Types of People

- Those Who think They can
- Those Who think They can't
- Both are Right

Menu



The Story of the Two Engines

- The Big Engine said
- “No I can’t pull that Big Load up the Mountain”

Menu



The Little Engine said

- “I think I can”
- and he huffed and puffed
- and he said
- “I think I can
- I think I can

Menu



The Little Engine said

- I think I can “
- I thought I could
- I thought I could
- I thought I could

Menu



The Train Principle of Life

- Productivity in Life
- Is living a Productive Life
- Involves Positive Progress

Menu



The Train Principle of Life

- Positive Progress is like a Train
- When Our Positive Progress stops
- The Train stops
- If We are Lucky

Menu



The Train Principle of Life

- Because the Train may even go into reverse
- Then We go backwards
- To stop the Train is then Progress
- To start the Train is Real Progress



The Train Principle

- Do we determine when the Train stops
- or do Others
- or does Nature
- Most of the Time We stop the Train Ourselves

Menu



The Train Principle of Life

- We are the Driver
- When we stop the Positive
Progress of our Lives
- We stop the Train

Menu



The Little Elephant and Big Elephant Story

Menu



When the Elephant was Little
He was tied to a Post with a Rope
When he tried to escape He found
that He was not Strong enough to
break the Rope

Menu



When the Elephant was Big
He knew he could not escape
The Big Elephant had a Limiting
Belief

He could easily break the Rope
But He did not believe he could

Menu



If We believe We can
We can

Menu



If We believe We can't
We can't

Menu



Breaking through the “Can’t” Barrier

Menu



It is easier to Fail
than to Succeed

Menu



“It is a Mammoth Task”
is an example
of Grandiosity

Menu



How do you
eat an Elephant?

Menu



A Teaspoon at a Time

Menu



A Little Progress
at a Time
is Better than
No Progress

Menu



If you keep on
doing
what you are doing

Menu



You will keep on
getting
what you have
been getting

Menu



Affects of Change

Menu



- Disruption

Menu



- Disruption
- Excitement

Menu



- Disruption
- Excitement
- Satisfaction

Menu



- Disruption
- Excitement
- Satisfaction
- Achievement

Menu



The Discomfort of being outside Your Comfort Zone

Menu



Change is Best Accepted
when People involved
are included in Discussion
and
Implementation of the Change

Menu



Active Planning to Change

Menu



Use Time Management Techniques

Menu



Prioritising

The Act of giving Priorities
to Different Activities.

Menu



“A” Priorities

If not done Now

It would be a Problem Now

Menu



“B” Priorities

If not done **Soon**

It would be a Problem **Soon**

Menu



“C” Priorities

Need doing Sometime

Menu



“D” Priorities

Would it matter
if it was not done ?

Menu



Prioritise the
following

Menu



Cardiac Arrest ?

“A” Priority

Menu



Dusting the Top Shelf in the Attic ?

“D” Priority

Menu



Paying the Telephone Bill due tomorrow ?

“A” Priority

Menu



Paying the Telephone Bill due Next Week ?

“B” Priority

Menu



Paying the Telephone Bill
due
in Three Weeks Time ?
“B” Priority

Menu



What Priority do Staff
put on Something
their Dentist
asked them to do?

Menu



This should be given
a High Priority

Menu



When the Dentist knows that it
has been completed
it helps clear
the Dentist's Mind

Menu



The Luckett Story

'Ill do it Now

Menu



D

Delegating

Delegating but retaining
Responsibility when
Responsibility should be retained

Menu



Abdication

Delegating and not retaining
Responsibility when
Responsibility should be retained

Menu



Telephoning Mrs Smith who has queried Your Bill

- Do you make it an “A” Priority
- or a “B” or a “C” Priority
- or decide to do It Tomorrow
- and Tomorrow and Tomorrow
- Or do you do a BANJO

Menu



B

A

N

J

O

Menu



*B*ang

A

N

J

O

Menu



*B*ang

A

N

J

O

Menu



*B*ang

A

*N*asty

J

O

Menu



*B*ang

A

*N*asty

*J*ob

O

Menu



*B*ang

A

*N*asty

*J*ob

*O*ff

Menu



Urgency

Menu



Urgency

The Urge to do Something

Menu



The Importance of Urgency

Urgency does help
get things done

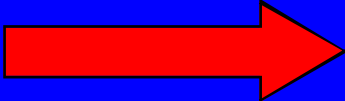
Menu



Disadvantages of Urgency

Menu



Urge  Action

Can result in Premature
Decision Making

Menu



Urge → Think

Menu



Urge → Think
Think → Plan

Menu



Urge → Think
Think → Plan
Plan → Action

Menu



Procrastination

- Putting-off until later
- Delaying
- Postponing

Menu



Arrange
it
NOW

Menu



Do it NOW

Menu



Keeping Motivated

- When doing Several Tasks
- Consider changing Tasks occasionally
- Set a Timer

Menu



Shifting Papers

Menu



Larry Adamson

Toronto Story

Menu



Time Keeping

Being on Time

Menu



Does being on Time Matter ?

Menu



If you miss
the Plane
the Plane doesn't
care

Menu



Do you like being
kept waiting ?

Menu



The 15 Minute Barrier

People accept being kept
waiting 15 minutes

After 15 minutes People
become annoyed

Menu



What are the Effects of being Late ?

- None
- The “Going to be Late Feeling”
(a Bad Feeling)
- You irritate Other People
- You miss the Plane

Menu



Constantly being Late is

- A Way of trying to control
Other People
- A Way of getting a “Buzz”
- A Selfish Activity?

Menu



Solution

- Plan to arrive Early
- Always have an “ A “ Priority to make use of the Time

Menu



Effect

- You may arrive Early
- You may arrive on Time
- You may arrive Late

Menu



Effect

- You irritate People less
- You waste less Time
- You reduce Bad Feelings

Menu



Investing Time

- Constructively
- Non-Constructively

Menu



Constructively

- Fun Activities
- Health Activities
- Growth Activities
- Work Activities

Menu



Non-Constructively

- Creating Bad Feelings
- Making Excuses
- Arguing
- Getting Drunk

Menu



How do You
spend
Your Time ?

Menu



How Much Time do
You spend getting up
in the Morning ?

Menu



? 1 Hour

- In One Week
- $1 \times 7 = 7$ hours
- In One Year
- $1 \times 7 \times 52 = 364$ hours

Menu



? 1 Hour

- $364 / 24 = 15$ days
- In 80 Years
- $15 \times 80 = 1200$ days
- $1200 / 365 = 3.29$ Years

Menu



How Much Time do You spend

- Cleaning Your Teeth
- Shaving
- Putting Make-up on

Menu



How Much Time do You spend

Menu



? 15 Minutes

- $15 \times 7 \times 52 / 60 = 91$ hours
- $91 / 24 = 3.79$ days
- $3.79 \times 65 = 246$ days
- $246 / 30 = 8.2$ Months

Menu



It is just as Rude
to be Early
As it is to be Late

Menu



Time Wasting

- Arguing
- Procrastinating
- Making Excuses

Menu



Answering Questions in the Workplace

- Answer the Question if You Can
- Say if You can't
- This saves time

Menu



Asking Questions when
You know the Answer
Is a Game that Wastes Time

Menu



Have You seen My Pen?

Answer

Yes or No

Not “I haven’t had it”

Menu



Please Teacher/Mummy/Daddy Answers

- “It’s not my Fault”
- “I didn’t do it”
- “I haven’t had it”

Menu



A Fictitious Scenario

- USA detects that Russia has launched a Nuclear Missile heading for New York
- The US President picks up the Red Telephone

Menu



- Telephones President Putin
- The US President asks
- “President Putin have you launched a Nuclear Missile towards New York

Menu



- President Putkin replies
- “Kak pogoda v Vashinton-ve?”
- “How is the Weather in Washington

Menu



- The US President repeats the Question
- “President Putkin have you launched a Nuclear Missile towards New York

Menu



- President Putin replies
- “My Finger slipped on the Button”
- The US President asks
- “Did You press the Button?”

Menu



- President Putkin replies
- “Yes but My Finger slipped “
- The US President replies
- “Well that is all right then so long as You didn’t mean to press the Button”

What is the Result of this Conversation

- The US President confirms that there is a Russian Nuclear Missile heading for New York
- What Else?

Menu



The Russian Nuclear
Missile
is
1000 miles closer
to New York

Menu



An Alternative Scenario

- “President Putkin have you launched a Nuclear Missile for New York?”
- President Putkin replies
- “Yes”

Menu



An Alternative Scenario

- The US President says
- “Shit”
- Puts down the Red Telephone
- Starts the Antimissile Procedure

Menu



The Russian Nuclear
Missile
is only
50 miles closer
to New York

Menu



“Did You order
the Envelopes”

Answer

“Yes or no”

Or “I’ll do it now”

Menu



NOT

- I forgot to because I had to
- Open the post
- Wash up the cups
- Answer the door
- Sterilize the instruments,

Menu



NOT

- Telephone the laboratory
- Sweep the floor
- Develop x-rays
- etc etc etc etc

Menu



Give Useful Information

Unnecessary Information
stops the Train

Menu



What are
the Essential, Productive
Dentist Activities
that a Non-Dentally
Qualified Person can do ?

Menu



All activities only a Dentist legally can do

- Diagnosing and Treatment Planning
- Prosthetic Work
- Surgical Work

Menu



Essential Dentist Activities

- Patient care & Comfort
- Improving Goodwill
- Health Promotion
- All activities only a Dentist
legally can do

Menu



- Invasive Treatment
- Dominant Hand Activities
- Endodontics
- Periodontics
- Implantology Work
- Restorative Dentistry

Menu



- Doing non-delegatable administration
- Overall responsibility for the Administration of the Practice
- Signing anything that cannot be signed by anyone else
- Leisure Family Friends

Menu



Non Essential Activities for the Dentist - Everything else

Menu



The Objective

To involve Staff
to a Better Advantage
than they are at present

Menu



- “ But I like to “
- Change burs
- Pick up Instruments
- Measure Files
- Punch Rubber Dam
- Watch Patients Spit

Menu



Solution to Increased Happiness

Menu



Take Home

- Instruments
- Handpiece and Burs
- Files and Measurer
- Rubber Dam and Punch
- Mouthwash Tablets

Menu



- Open a Bottle of Wine or a Diet Coke
- Light a Candle or Two
- Put on Some Nice Music
- Find Someone who likes to spit
- Prepare to enjoy Yourself

Menu



- Changing burs
- Picking up Instruments
- Measuring Files
- Punching Rubber Dam
- Watching Someone Spit

Menu



Deciding to Change

Factors

- Studied and Thought about It
- Timing is Right
- People involved know about It

Menu



Reasons for Changing

Good Reasons

- The Change will be Good Thing
- Timing is Right
- Change is as Good as a Rest

Menu



Reasons for Changing

Bad Reasons

- Always Changing
- Nothing Better to do
- Enjoyment of the Chaos it produces

Menu



Reasons for Not Changing

Good Reasons

- The Change will be Bad Thing
- Timing is Wrong
- Changed too Much Recently

Menu



Reasons for Not Changing

Bad Reasons

- Done it like This for 40 Years
- Don't have Time to Change
- Work with Several Staff
- Are these Limiting Beliefs

Menu



Active Remembering

Menu



Active Planning to Remember

Menu



A Blunt Pencil is
better than a Sharp
Mind

Menu



Leaving things
where you are going
to
fall over them

Menu



Leaving Reminders on the Floor

Menu

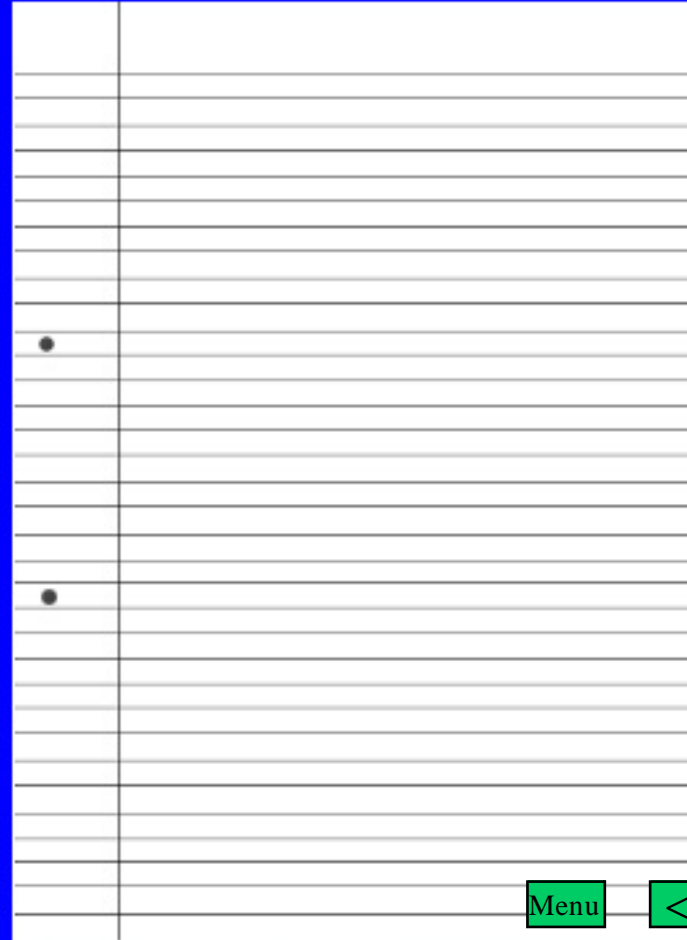


Putting things in the Car, Now

Menu



A4 Sheet
Lined
Margined
2 Hole



Menu



Clip Binders

Menu



A-Z Dividers

Blank Dividers

Menu



Miscellaneous Files

Active and Passive

Menu





Menu



A Diary System

Menu



Post-its

Menu



Tel. Mr Smith

830726

Re Account

Menu



Tel. Mr Smith

Tel George

Re Compressor
Service

Menu



Tel. Mr Smith

Tel George

Book Implant
Course

Menu



Tel. Mr Smith

Tel George

Book Implant

Pay Gas Bill

Check Mrs Kerr

Post op

Menu



Tel. Mr Smith

Tel George

Book Implant

Pay Gas Bill

Check Mrs Kerr

Tennis 6:30pm

Ortho Course

Rotary Dinner

Tomorrow

Menu



Tel Mike
29977
Re Tennis

8
9
10
11
12
1
2
3
4
5
6
7
8

Menu



5 THURSDAY
DECEMBER, 1991 • 339th Day, 26 Days Left • 49th Week

APPOINTMENTS & SCHEDULED EVENTS

DIARY AND WORK RECORD

Tel Mike

8

0800

Tel Bill

9

0900

Order Meat

10

1000

Tighten Glass

11

1100

Car Service

12

1200

Maisey Staying

1

1305

Christmas
CARDs

2

1400

3

1500

4

1600

5

1700

6

1800

7

1900

8

2000

TO BE DONE TODAY (ACTION LIST)

EXPENSE & REIMBURSEMENT RECORD

A.S. [unclear]
43 MAY [unclear]
[unclear]
NORTHAMPTON
NO. 115
TEL: 0454 51111

Menu



Fixed Fact Information

Menu



Organizers

Menu





Psion Organizer

Menu



ION

16 bit CPU • MULTI-TASKING • DIGITAL AUDIO SYSTEM

SERIES 3a

Tue 17 September 1996

6
7
8
9
10
11
12
1

- 2 ▪ Hewitt shade Thurs ☺
- 3 ▪ Dilsad Canape ☺
- 4 ▪ Lockett Crab apple jelly ☺
- 5 ▪ sutures
- 6 ▪ Slides to Bill ☺
- 7 ▪ Mark accomodation ☺
- 8
- 9
- 10

Telephone:- (Practice) 0604 712170
(Home) 0604 832399

System Data Word Agenda Time World Calc Sheet



Menu



512K R

PC
PSION

16 bit CPU • MULTI-TASKING • DIGITAL AUDIO SYSTEM

SERIES

Stuart Orton-Jones
33 High Street, Harpole,
Northampton NN7 4DH
England

Name: Maisie Cross
Home: 0962 853757
Address: 2 Hamilton House
64 Cannon Street
Winchester
Hants
SO23 9JW

Data
Find
Add



Find: mai

271/486

Thu 19

System Data Word Agenda Time World Calc Sheet



Menu



Planning Your Day

Menu



The First Ten Minutes of the Working Day

- Say Hallo to Everybody
- Check Your Diary/Organizer
- Check Your Daysheet
- Plan Your Day

Menu



Developing an Office Manual

Menu



Purpose

- To clearly define how the Practice is run
- To provide a Guide on Each Procedure
- To reduce the Trauma of Staff Turnover

Menu



Office Manual should include

- An Introduction
- Staff Duties and Responsibilities
- Details of the Patient Care Cycle
- Appointment Information
- Details on All Procedures

Menu



Office Manual should include

- How to handle Emergency Patients
- Answers to Difficult Questions
- Telephone Techniques

Menu



The Introduction

- Practice Philosophy
- Goals
- Future Direction
- Something about the Dentist

Menu



Productivity

Menu



Product

Something produced
by Effort

Menu



Definition of Productivity

A Measure of the Amount of
the Product produced

Menu



What is the Product in dentistry ?

- ? the number of items of treatment produced in a period of time
- For example, the number of fillings and dentures produced

Menu



This ignores
Dental Health and
the Human Element

Menu



The Amount of : -

- Happy
- Healthy and Comfortable
- Well restored
- Psychologically Better Off
- Grateful patients that we produce

Menu



Improving the quality
of the Lives
of other people

Menu



Efficiency

- Functioning or producing effectively and with the least waste of effort
- producing more of the product

Menu



Factors affecting Efficient Productivity in Dentistry

- The Efficiency of the Lay-out of the Dental Practice
- Hours worked
- Mental and Physical Health of the People involved

Menu



Factors affecting Efficient Productivity in Dentistry

- Variety of Services offered
- Numbers of available patients

Menu



Factors affecting Available Patients

- The dentist / patient ratio
- The degree to which a practice can produce Happy Grateful Patients
- The Standard of Dentistry

Menu



The Standard of Dentistry

- Below a Certain Standard
- The Patient Flow will tend to be out of the Practice rather than in
- The Standard of Dentistry has to be Very Very Bad for This to happen

Menu



The Aggravation Factors

All the Aspects of Dentistry that
have the Potential to cause
Aggravation to Patients

Menu



For example:-

- Fear of Dentistry
- Being kept waiting
- The Length of Time in the Dental Chair
- Discomfort while in the Dental Chair

Menu



For example

- Discomfort after Dental Treatment
- Not being dealt with pleasantly and efficiently
- The Cost of Dentistry

Apparent Short Term Advantages of Low Quality Dentistry

Menu



For example

- It takes less time to perform
- less time in the chair
- " My dentist is ever so good "
- "He is so quick "
- costs less to produce
- can cost the patient less ?

Menu



Effects of Raising Quality



Menu



Effect on

Q Productivity



Menu



Effect on

Q Productivity



Time



Menu



Affect on Patient

Q P Appreciation



Menu



Affect on Patient

Q P Aggravation



Menu



Aggravation

Time ↑ £ ↑
Discomfort ↑
Home Care ↑

Menu



Affect on Patient

Q T Aggravation



Menu



Effect of Patient

Q P Appreciation



Solution ?

Menu



Raise the "X" Factor

Menu



Upgrade

Toilet ↑ Waiting Area ↑

Reception Area ↑

External Appearance

Treatment Area ↑

Menu



Raise the "Y" Factor

Menu



Upgrade

Yourself ↑

Your Staff ↑

Your Patients ↑

Menu



If you were arrested
and put in jail
for
pursuing excellence,

Menu



Would there be
enough evidence
to convict you ?

Menu



For Whatsoever
You want
Oh Discontented Man
Step and pay the Price
or Shut Up

Menu



Maximizing Effectiveness in Dentistry

Menu



A Successful Dentist

- Designer
- Architect
- Artist
- Scientist
- Engineer

Menu



A Successful Dentist

- Production Manager
- Personelle Director
- Quality Control Specialist
- Counsellor

Menu



A Successful Dentist

- Consultant
- Public Relations Expert
- Psychologist
- Humanitarian
- Controller

Menu



A Successful Dentist

- Community Leader
- Auditor
- Economist
- Organization Expert
- Chairman of the Board

Menu



A Successful Dentist

- Business Manager
- A Professional Man
- Enthusiastic Goal Striver

Menu



Interruptions and Delays

Menu



The Train Principle

- When the Train is not moving
- There is no Productivity
- When the Dentist has stopped his Essential Dentist Activities
- When the Staff have stopped their Essential Dentist Activities

Menu



Train Stoppers

- Stopping Work while talking
- Not having the Right Equipment ready
- Equipment Failure
- Inappropriate Timing of asking Questions

Menu



The Train Principle

- When the Train is not moving
- There is no Productivity

Menu



Legitimate Non-Productive Delays

- Patient is ill
- The patient wishes to have a Rest
- Dentist needs a Rest
- An Emergency in the Practice

Menu



Legitimate Non-Productive Delays

- Power Failure

Menu



Unnecessary Delays

Time-lag between patients

Menu



Cost of Time-lag between patients

Menu



When there is no Patient in the Treatment Room there is

- No Productivity
- No Income

Menu



At £100 per Hour

- 1 Minute £1.66
- 2 Minutes £3.33
- 3 Minutes £5.00
- 4 Minutes £6.67

Menu



20 Patients a Day at £100 per hour costs

- 1 Minute £33.2
- 2 Minutes £66.60
- 3 Minutes £100.00
- 4 Minutes £133.40

Menu



20 Patients at £150 per hour costs

- 1 Minute £2.50
- 2 Minutes £5.00
- 3 Minutes £7.50
- 4 Minutes £10.00

Menu



At £200 per Hour

- 1 Minute £3.33
- 2 Minutes £6.66
- 3 Minutes £10.00
- 4 Minutes £13.33

Menu



20 Patients at £200 per hour costs

- 1 Minute £66.60
- 2 Minutes £133.2
- 3 Minutes £200.00
- 4 Minutes £266.6

Menu



Essential Activities between Patients

- Only those activities that cannot be done before or after the patient leaves the treatment

Menu



Activities before Patients leave the Treatment Room

- Tidying up
- Asepsis Activities
- Setting up for the Next Patient

Menu



Some Patients are impressed
by seeing Activities going on

Menu



Most Patients are not
impressed by seeing
Blood and Dirt

Menu



Some Patients
don't
notice Anything

Menu



“That is a Nice New
Painting on the Wall”

(It had been there for Ten Years)

Menu



Essential Activities between Patients

- Clearing away anything that might offend the next patient
- That could not have been cleared away before the End of the Procedure

Menu



Essential Activities between Patients

- Essential Asepsis Activities
- That could not have been performed before the End of the Procedure

Menu



Essential Activities between Patients

- or after the Patient has been seated
- What does the Next Patient actually see?

Menu



Activities after the Next Patient enters the treatment Room

- Tidying up
- Asepsis Activities
- Finishing Setting up

Menu



Non-Essential Activities between Patients

- Sterilizing
- Completing Every Aspect of Asepsis Activities
- Reloading Local Anaesthetic Syringes

Menu



Unavoidable Non-Productive Delays are they really Unavoidable?

Menu



Non-Productive Delays

- Equipment Breakdowns
- Personnel Breakdown
- Public Utilities Breakdown
- Patients arriving Late
- Failed Appointments

Menu



Equipment Breakdowns

- Compressor
- Aspirator

Menu



Personnel Breakdown

Menu



Public Utilities Breakdown

- Power failure to the area
in which the dental practice is
situated

Menu



Patients arriving Late

- Have You ever arrived Late?

Menu



Failed Appointments

Menu



Avoidable Delays

- Not knowing what the patient has come in for

Menu



Solution

- Plan the Next Appointment at the Last Appointment
- Write the Next Procedure to be performed on the Patient's Chart

Menu



Solution

- Transferred the Information to the Appointment Book
- Transferred the Information to the Appointment Daysheet.

Menu



The Time between a Patient
leaving the Chair at the end
of an appointment
and the Next Patient being seated
should be the Minimum that is
required to enable Both Patients
to feel cared for

Menu



While No Patient is
in the Chair
no production occurs

Menu



Exception to the Rule

- Multiple Car Accident outside on the Street
- Cardiac Resuscitation
- Saving Lives is Productive

Menu



Delegation

Menu



Responsible Delegation

The Act of giving a Responsibility
or Task to Another Person

Menu



Responsible Delegation

And retaining Responsibility
for the Successful Outcome

Menu



Abdication

The Act of giving a Responsibility
or Task to Another Person

Menu



Abdication

And NOT retaining Responsibility
for the Successful Outcome

Menu



The Need for retaining Responsibility

- is Greatest when delegating an “A” Priority
- is Least when delegating a “D” Priority

Menu



The Need for retaining Responsibility

- is Least when delegating to a
Experienced Person
- is Greatest when delegating
to an Inexperienced Person

Menu



The Need for retaining Responsibility

Varies with the Person
being Delegated to

Menu



Giving Someone Authority

Means allowing them to make
Decisions that will produce the
desired result

Menu



Giving Someone Authority

Yet retaining the Responsibility

Menu



The Degree of Authority

Depends on the Experience
Competence and Confidence of the
Person being delegated to

Menu



Assume
makes an
ASS

Menu



Assume
makes an
ASS U

Menu



Assume
makes an
ASS U ME

Menu



Assume
makes an
ASSUME

Menu



Principles of Delegation

- People are happier working in a system that
- Delegates clearly and understandably
- Ensures that they know what is expected of them

Menu



Principles of Delegation

- Delegates to a Someone who knows how to do the Task
- Ensure that Everyone in the Organization knows the Delegation System

Menu



Principles of Delegation

- Organize Training when necessary
- When Delegating specifies the Urgency of the Task

Menu



Developing a System of Delegation

- Give a Time that you want the task to be done by
- ensure that the person who has been delegated to
- has received Full Instructions

Men



There needs to be
an Understanding
of the Urgency
of the delegated task

Menu



" This is a 333 "
A Serious Life Threatening
Situation has arisen.
Stop All Other Activities

Menu



" Now "

- Do It Now
- Unless There is a Patient with a Cardiac Arrest or Something Serious occurring

Menu



" As Soon as Possible "

- Do it now
- Unless You are finishing an Urgent Job

Menu



" Soon "

Within the Next Hour or So

Menu



- " Sometime Today "

Menu



" Sometime "

To be done at the Discretion
of the Person delegated to

Menu



" Sometime this
week, month, year etc "

Menu



Say exactly
**What You want the Person
to do for You.**

Menu



Let the person know
if you want them to
confirm when they have
completed the task.

Menu



If You want Them to confirm

Make a note in your
Diary/Organizer on the Date
that the Person is going to confirm
that the Task has been completed.

Menu



A completed task
is

One that has been
completed 100%

Menu



However Thorough the Preparation

The Rocket does not take off until
the Blue Paper is lit

Menu



Ensure that everyone knows
that

" being checked up on "

- Is not a Criticism
- But a Sign of Caring that the Task is successfully completed

Menu



Delegate don't Abdicate

Once you have delegated a task,
you are still responsible for the
successful completion of the task

Menu



Guidelines for the Person being delegated to

Menu



Accept being "checked up on" is

- Not as a Criticism
- But as a security
- In Case You have been
distracted from doing the Task
delegated to You

Menu



" Have you seen
Mrs Smith's Folder? "

means

" Have you seen Mrs Smith's
Folder? "

Menu



Paranoia

Am I being Paranoid ?

Menu



Ensure that You know

- When it needs to be completed by
- Whether it is necessary to report back when the task is repeated

Menu



Ensure that You know

- What you are being asked to do
- Whether You are capable of performing the Task
- The Importance of the Task

Menu



If you are not able
to perform the task
you are still responsible
for the task

Menu



Call for Assistance

Let Other People know
You are having difficulty
completing the Task

Menu



Do not give up
and do Nothing about it

Menu



When in doubt
report back

Menu



This gives the Delegator
a Feeling of Security
that the Task is completed

Menu



Accept that the Delegator may
be under Stress

and may not be as " nice " as you
would like them to be

Menu



Whenever possible

- Write the instructions down in front of the delegator
- Repeat the instructions
- This gives a confidence to the Delegator

Menu



Delegating on

- When delegated a task it may be appropriate to delegate the task on to someone else
- The person "delegating on" remains responsible for seeing that the task is completed.

Menu



Closed Questions

- Did you, Have you, Will you
Wont you
- Question requiring the Answer
“Yes” or “No”

Menu



Open Questions

- What Where How When Who
Which Why
- Question Not requiring a “Yes”
or “No” Answer

Menu



Practice Management and Work Simplification in Dentistry

Menu



The Train Principle of Life

- Productivity in Life
- Is living a Productive Life
- Involves Positive Progress

Menu



The Train Principle of Life

- Positive Progress is like a Train
- When Our Positive Progress stops
- The Train stops
- If We are Lucky

Menu



The Train Principle of Life

- Because the Train may even go into reverse
- Then We go backwards
- To stop the Train is then Progress
- To start the Train is Real Progress

Menu



The Train Principle

- Do we determine when the Train stops
- or do Others
- or does Nature
- Most of the Time We stop the Train Ourselves

Menu



The Train Principle of Life

- We are the Driver
- When we stop the Positive
Progress of our Lives
- We stop the Train

Menu



The Dental Practice Environment

- Often High Stress High Pressure
- Often Very Isolated
- Often a Closed Environment
- There is often a Pecking Order

Menu



The Dental Practice Pecking Orders

- Officially Structured
- Unofficially Structured
- “We’ll let Him think he is the Boss”
- “But We know Better”

Menu



The Dental Practice Working Arrangements

- No Hierarchy
- Anarchy
- Mutual Consent
- Mutual Discontent

Menu



The Harpole Centre Environment

- Treat the Centre as Your Home
- Non-aggression Pact
- The Pecking Order

Menu



First Course at the
Pankey Institute
Looked over My Shoulder
for 4 Days

Menu



Second Course

Looked over My Shoulder
for 3 Days

Menu



Third Course

Looked over My Shoulder
for 2 Days

Menu



Fourth Course

Did not look over My Shoulder

Menu



The Pankey Institute Environment

Low Fear
High Trust

Menu



The Bob Barkley Tufts Story

Menu



Look at Ideas
that may be New
to You

Menu



Keep an Open Mind

Start Afresh

Menu



It's what we learn
when We know It All
That really counts

Menu



A Mind once stretched
Never returns to its
Original Dimension

Menu



The Age of a Man is
determined by
The Pain He receives
when He hears a New Idea

Menu



Beaten Paths

Are for Beaten Men

Menu



How are you going to
remember Ideas you
have while you are
Here

Menu



A Blunt Pencil
Is better than
a Sharp Mind

Menu



If you have a Sharp
Mind

A Blunt Pencil still helps

Menu



If you don't have a
Sharp Mind

A Blunt Pencil is Essential

Menu



Keep an Open Mind

Menu



Are we all free of
brainwashing
?

Menu



Brainwashing

- “My Father always said”
- “Professor Snotty Chops always said”

Menu



Paradigms

We all come here
with our Own Paradigms

Menu



Copernicus

Menu



The Swiss Watch Makers

Menu



We base our Beliefs
On Our Own Individual
Experiences and Knowledge

Menu



With New Experiences
and Knowledge
Our Beliefs may Change

Menu



Limiting Beliefs

Beliefs that Limit our Progress

Menu



We all have
Limiting Beliefs

If We listen We hear our own
Limiting Beliefs

Menu



A Well Founded Belief
Today
may become
a Limiting Belief Tomorrow

Menu



The Elephant Story

Menu



Horses and Electric Fences

Menu



Challenging Other Peoples Limiting Beliefs

Menu



“Everybody thinks.....”

Ask them

“What Everybody?”

Menu



“Normal People think
.....”

Ask them

“What is a Normal Person?”

Menu



Challenging One's Own Limiting Beliefs

Menu



“Everybody thinks.....”

Ask yourself

“What Everybody”

Menu



“Normal People think
.....”

Ask Yourself

“What is a Normal Person”

Menu



There is no such Person
as a “Normal” Person

Menu



I am here to share with
you

Some of My Beliefs

I hope to present you with the
Reasons and Background
of These Beliefs

Menu



We are not Here
to play

Mine is Bigger than Yours

Menu



My Chairside
Assistant has a Bigger
Pair of
Protective Glasses than
Yours

Menu



Remember

There is always a faster
Gun in the West

Menu



I believe there are Great Advantages in

- Staff being Interchangeable
- The Dentist being able to do everything in the Practice

Menu



We are going to speak
Common Dental English

Menu



Pretend there are
Non-dental People
in the Group

Menu



We need to ban
Dental Terminology
unless Totally Unavoidable

Menu



We are going to

- Learn to Use Our Time More Effectively
- Learn the Theory behind Effective 2-4-6-8- Handed Dentistry

Menu



We are going to

- Build up New Ways of doing things based on New Ways of Thinking
- Learn how to look after People Even Better

Menu



We are going to

- Do Practical Exercises at Regular intervals
- Learn to use Both Hands

Menu



Can you

- Write Your Name with Both Hands
- Use Scissors with Both Hands
- Pass Instruments with Both Hands

Menu



Either Everything is Important

Or Nothing is Important

Menu



The Five Corner Stones of Successful Practice Management

- Self Management
- Dentist Management
- Staff Management
- Patient Management
- Business Management

Menu



Listen, Think

- Change
- Adapt
- Modify
- to fit Your Practice

Menu



Results

- Happier Life in Dentistry
- Greater Staff Satisfaction
- Greater Dentist Satisfaction
- Smoother Running of the Practice
- Good Patients will have increased
Appreciation

Menu



Practice Analysis

- Does the Practice look Successful?
- Is it Ideally Equipped?
- Are There Enough Patients?
- Who wants the Quality we wish to provide?

Menu



Staff Philosophy and Attitude

- Staff Adequately Trained
- Look and act Appropriately
- Do they represent the Philosophy in the Practice
- Do they represent the Philosophy in Outside the Practice

Menu



Staff Philosophy and Attitude

- Do they have Good Answers to Frequently asked Questions
- Can they answer in an effective Manner

Menu



The Patients

- Are We doing What we know is good Dentistry?
- Or are We doing what they demand?
- Or are We confined by a System

Menu



The Patients

- Or are We out of a Restricting System
- But still limited by the System
- Like the Big Elephant

Menu



Goal Setting Questions

- What do I really want to do in Life?
- What do I want to have out of Life?
- What am I willing to contribute towards Life?

Menu



Goal Setting Questions

- Where do I stand Now?
- What Obstacles stand in my Way?
- What are the Possible Solutions to achieve my Goal
- What is a Realistic Target Date

Menu



Goal Setting Questions

- What are the Rewards?
- Is it worth the Price?

Menu

