



ORTHO 2

Team Retreat Day

Great teams discuss what has worked and what could work better

Summer is here, offices are busier, and ortho patients all want braces on before they go back to school!

Hello, Reality.

However, it is also the perfect time to fit into your otherwise very busy schedule a full-day, outside-under-a-tree, participation, communication Team Retreat Day!

Once a year at least, great teams gather away from the office environment, the walk-in patients, and the ringing phones to focus on what went well this year, what more they could be doing, and what they might have done that spun wheels, wasted time, or got no bang for the buck. Find a day when everyone can be present, post up in advance an agenda form on which every team member must write something to be discussed at the retreat, and have a sign-up sheet for volunteers to bring the all important snacks and drinks! (What? A meeting with no food? That's an unheard of concept!)

There is no need to spend a lot of money on a Team Retreat Day. The limo, the spa day with massages, the whole gang heading off to Puerto Vallarta for Ortho Camp in 2011... YES! Do it! That is a reward trip, a thank you time to celebrate all the things that you did well and for the hard work all year long.

A Team Retreat Day is a working day with great communication—the kind that is open, honest, and safe—where all of you talk to each other and iron out wrinkles, give praise and say thanks, and apologize perhaps for some things that got in the way of your production, efficiency, and harmony. No alcohol is allowed at this meeting, but lemonade, sandwiches, and yummy snacks are certainly encouraged. Each person has their notebook and pen and writes and verbally shares.

by **Rosemary Bray**

There must be some fun things interspersed between the work to keep it light and motivating. A team building game, a relay race, a scavenger hunt, a word game—anything that creates a pause and some laughter. Many practices hire a facilitator (I do many of these ☺) to run their Team Retreat Day; however, with your great creative minds and fun natures you can certainly put a productive and entertaining day together all by yourselves!

Points to Remember

- 1 Plan ahead and be prepared. This is not a last minute event.
- 2 Have a written agenda, timeline, and format to follow.
- 3 Set guidelines so that all of you know you are to be present (both physically and emotionally), to be on time, and to participate.
- 4 Take notes so you can be held accountable for being and doing all you say you will be and do.
- 5 End on an upbeat! This is not a bashing session where you focus on negatives and what went “wrong” or who did (or didn't do) what.
- 6 Prepare a short handout for each person so you are all in sync and can read pages together aloud or to yourselves. Also, have worksheets to fill in with your partners or work groups.
- 7 Be sure to have more positives than negatives, more praise than criticism, and more smiles than tears.
- 8 Find a nice place to do this—quiet, private, outdoors (if possible), on a picnic table, near the lake, at the park, in the shade, and barefoot!
- 9 Be sure that on the agenda is a discussion of how to

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get your team to Ortho Camp 2011 in Mexico! What do you need to do to see this dream become a reality? See www.orthocamp.net for more information on this fun and educational event!

And last but not least,

- 10 Thank your doctor for allowing your team to have this type of a Team Retreat Day. You are getting paid for this day and fed too. It is to enhance your already wonderful practice, so be thankful that you have a doctor who supports this. If you do, that is worth celebrating! ♦

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About the Author



Rosemary Bray is an orthodontic consultant, trainer, and professional speaker with more than 30 years experience in the dental profession. She will present the keynote session at the 2011 Ortho2 Users Group Meeting in New Orleans.