

8 SIMPLE SECRETS TO BEING INDISPENSABLE IN THE DENTAL PRACTICE – PART 2



A trustworthy leaders will do what they say they will do and do their best never to break their promises or let anyone down.



Kathleen Bokrossy,
RDH, President

Kathleen is the president of *rdhu*, a Professional Development company, which provides team events, hands-on programs and online learning to help Transform the Dental Hygiene Experience for the clinician, the client/patient and the practice. rdhu.ca

In the last issue of Oral Hygiene, the introduction to this topic and Secret #1 was revealed. If you missed it, be sure to look back at this article.

SECRET #2: BE A LEADER

Being indispensable at a dental practice means taking on a leadership role. A leader is a visionary who motivates and encourages others in their team to reach their potential and goals.

A leader is someone who inspires passion and motivation in others, and ensures that their team has support and tools to achieve their goals.

A leader helps create a positive work culture, improves practice image and reputation, fosters team and client loyalty, cares, and shares ways to increase productivity.

Understanding what is involved in being a leader is indispensable to your success.

WHAT DOES IT TAKE TO BECOME A LEADER?

a. Self-Assess

The first thing to do is self-assess your position in your practice.

Do you bring value to the practice? Yes, you do! Of course, you do. You are a dental hygienist working very hard to provide client care. But beyond the care in the chair you provide, could you take a proactive approach, self-assess, assess your practice, and look for ways to do more to take an active leadership role?

As a leader, one must bring value to a practice, and there is a great feeling of satisfaction in a job well done, knowing that you are making an impact and, at the same time, creating a position that, well, makes you indispensable!

b. Maintain High Standards

As leaders, we aim for excellence in everything we do and demonstrate a consistent work ethic.

The way we dress, show up on time, and are prepared for the day ahead, are all opportunities to demonstrate our leadership. It is about looking at what needs to be done professionally and delivering. Add value to every transaction. It is about caring about the outcomes in all that you provide.

c. Go Beyond Expectations

Always go beyond expectations.

What is the next step that someone wouldn't expect?

Think about what you can do next to make it a Dream Come True Experience for...

- A client
- Another team member (the dentist, another dental hygienist, dental assistant, front team)
- An industry representative who stops by your practice
- A specialist that you are collaborating with

I love going beyond what anyone would normally expect. It is about taking that extra step that goes above and beyond what was required initially. You will be amazed at how good this feels and how indispensable you will become.

d. Be Trustworthy

A leader is a trustworthy person.

It is someone worthy of confidence, reliable, dependable, responsible, safe, secure, and steady!

Trustworthiness is one of the

essential qualities in life.

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e. Be a Mentor

Can you be a mentor?

Is there someone in your practice that could use some help?

Many new graduates have not had the clinical experience that many of us had as they went through school during the pandemic. Or, on the other end, a seasoned dental hygienist who needs to be updated and may not be aware of things they don't know!

I hear many people complaining about the newer grads or dental hygienists that haven't advanced their skills. As a result, we receive calls at *rdhu* (our Professional Development company) looking for us to help them with their abilities.

Could you be a leader, take on a mentorship role within your practice, and review ultrasonic and instrumentation techniques as an example? Could you have their back?

Imagine them knowing that they have someone in their corner.

Be a mentor.

f. Collaborate

A leader takes the initiative and collaborates.

Who can you partner with in terms of not only your clientele but also supporting each other's practices?

g. Play Full-Out!

Are you speaking up? Could you contribute more to your practice?

Are you showing up and being proactive?

If you aren't, find your voice and share your thoughts. Do it with conviction and a smile. A positive mindset and attitude will get you far. Don't convince. Compel. Believe in yourself and fight for your ideas and suggestions. Play full-out!

h. Volunteer

Are you volunteering?

Could you step up and lead a program? Could you be the one who researches and finds solutions?

Sometimes we need to show that we are team players and can add more value by taking the lead in something. Have the confidence to volunteer, step out of your comfort zone, and not worry whether you succeed or fail.

Don't worry about the money. Don't worry about getting paid.

Don't think of yourself as being paid by the hour. Look at it like this: What is your annual salary? How can you contribute more to ensure that you continue to have clients to see and, at the same time, feel content and engaged in your practice?

Is it by doing a community event to promote you and your practice? Is it organizing an industry rep to come in and do a demonstration for something that could benefit your practice? Could you create a

program during your free time so you can share it at your next team meeting? Could you possibly collect information to share on your practice's social media? For example, the dentalcare.ca website (Caring Comes Home) has many shareable posts that you can download and use to educate the public and your clients.

If you take the initiative to help your practice, it's a win-win for all.

i. Take Ownership

If you have stepped up and are leading a program or doing your research and planning on implementing a system or program in your practice, keep everyone updated on the status.

Nothing is worse than bringing a program to the team and then leaving it, so everyone is wondering,

Keep everyone updated if you are working on something so no one must wonder, second guess or follow up. Be the one to share the status. Once it is running, re-evaluate. Is it being sustained? Whether it be good or bad, share your findings.

daily or weekly, what is happening.

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Whether it be good or bad, share your findings.

j. Deliver Excellence

Deliver excellence in all that you do.

Don't compromise – not for one client, one day or one week. You will

feel the confidence (and your team will notice) in all you do!

k. Have an Ambitious Mindset

Back to the mindset (Secret #1 in the previous article). Have a can-do attitude. Be an engine, not an anchor.

What will you do next to take on a leadership role to ensure that you are indispensable in the dental practice?

Stay tuned for more Secrets in the next edition of Oral Hygiene! **on**