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TLC's Foundational Disciplines

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MAGIC OF 1

When the why is clear the how is easy. PERIOD.

Operation Name: A brief statement that captures your Statement of Desire

Statement of Desire: Your heart's desire for your personal and professional life.

Core Proficiency: The ONE thing you have chosen to work on in your practice.

- Promotions and Marketing
- Patient Care
- Team Driven Practice
- Balance and Prosperity

Action Steps: Found in your Mandatory Immediate Action (MIA) Letter

Goals: These can be statistical AND tangible.

GRATITUDE, ACTION AND SERVICE (G.A.S.)

Please make sure you have a blank sheet of paper to do the G.A.S. drill every morning.

1. **Gratitude**: Write down seven things you are grateful for that are improvements, victories, or breakthroughs in your life, from the simplest to the most complex.

2. **Action**: Write down action steps. Define three action steps you are going to engage in each day that move you closer to your victory.

3. **Service**: Write down one act of service where you are going to rise up above and beyond the normal call of duty.

Day:	Gratitude	Action	Service

Day:	Gratitude	Action	Service

Day:	Gratitude	Action	Service

Day:	Gratitude	Action	Service

Day:	Gratitude	Action	Service

Day:	Gratitude	Action	Service

TLC'S 3 DAILY PROMISES FOR EXCELLENCE

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Read							
Listen/Watch							
Practice/Doing							

See video titled "What Are You Feeding Yourself" on the website at:
Member Tools, New Members, Disciplines, Promises of Excellence

<u>P.R.E.S.</u>

WHEN: EVERYDAY, each of your team members will take his/her own copy of the paper appointment schedule and write on that schedule in preparation for each patient listed on the schedule. This must be done PRIOR to your HUDDLE and must only take 5 minutes but it must be done individually by each team member.

WHAT: One of the letters P.R.E.S. would be written next to EACH patient's name

- **P.** stands for policy – if you feel that the patient would be best served with a connection with one of the team members on policy, you would write P (examples would be if that person is a patient who has missed many appointments or has missed spinal workshop attendance).
- **R.** stands for referral – if you feel that the patient should be connected with about referring a family member or friend or has spoken about people who are having problems then an R by their name.
- **E.** stands for education – if you feel that what that patient needs is more education to understand the effects of subluxation and that healing takes time and that we are not surprised that symptoms may still be present, then writing an E next to that patient's name is appropriate.
- **S.** stands for Spinal Workshops – if you know that this patient has additional questions and that this patient needs more education than can occur on a typical adjustment time, then writing S next to their name is perfect. S will remind you to suggest to that patient that the best way to serve their needs is to get them to a Spinal Workshop that will be much more time allotted to education.

WHY: If you do not prepare in advance for each and every patient coming into the office then when they arrive, you will not know what specific things that patient needs on that specific appointment.

The benefits of doing P.R.E.S. daily and consistently will be revealed in making the job of each team member easier with less thinking on the spot and more specific attention given to each patient while he/she is in your office.

Remember to share with fellow team members when a P.R.E.S. on your schedule is something that you need their assistance or back up with in order to accomplish.

Remember if there are <u>policy issues to be addressed</u>, be sure to address them with other team members, <u>before the huddle begins</u>. Get policy issues out of the way, such as: broken financial agreements, broken appointment issues, so the huddle begins with an unsullied heart. <u>Be sure that all possible challenges or conflict issues do not make it to the huddle</u>. This is one more reason it is critical, **every team member should arrive at least 30 minutes before patient hours begin.** If you open at 8 am, then team arrival is 7:30 am. And remember, on time is late, early is on time. In this scenario 7:29 am is early; 7:30 am is just barely on time.

Team Policies

EARLY ARRIVAL TO THE OFFICE

It is critical that **every team member arrives at least 30 minutes before patient hours begin.** If you open at 8 am, then team arrival is 7:30 am. Remember, early is on time and on time is late. In this scenario, 7:29 am is early; 7:30 am is just barely on time.

OPEN ON TIME

You want to open your doors exactly at the time you have listed on your door, with everyone at their posts. Make sure your music is on, the blinds are open, TV monitors are on, areas are clean, etc… Feel free to make this a fun preparation before the doors are opened. The most important part of this is that your mind is ready for serving the patients.

For example (for teams with more than two CAs), the airline pilot model may suit you. Begin with the doctor calling out to the Front Desk CA, requesting a "check" response, then calling out to the Financial CA and Tech CA, asking the same. When everyone responds with a check and is ready to go, the Front Desk CA says, "Permission granted to unlock the doors" and the doctor unlocks the door on time.

Be sure to have fun. Just remember to have that mindset ready to serve the patients!

"A" List

Help your team protect you by establishing the people in your life who can get a call through to you during prime time patient care hours.

The people on this list can only be people who will lift you up and not take more than 60 seconds of your time. If any of these people violate these guidelines, they are removed from the list.

Example List: Dr. Dean (Heart Coach)
Dr. Jen (Heart Coach)
Accountability Coach
Spouse
Children

Train with your team how you would like to be interrupted to let them know if you want to take a call from someone on the A List. The only exception when you are never interrupted is when you are with a new patient.

Train with you team on handling all other calls. "Dr. Dean returns all of his calls on Wednesdays at lunch time. If he wants to speak with you, he will call you back then. Would you like to leave a message?"

4 Things the DC Does

1. **Adjusting patients**
   If there is no one to adjust then they are allowed to do duties related to adjusting for no more than 3-7 minutes. Ex: write notes and write x-rays

2. **New patients**
   If there are no new patients then they are allowed to do duties related to new patients for no more than 3-7 minutes.

3. **Training with team**
   3-7 minutes maximum at a spontaneous training at front desk or financial office, etc

4. **Promotions**
   Get out of the building 37 minutes max (first time in the day get out of the building, if there is a second time in the day, you can get out of the building via the phone calling to set up an outside talk, screening, or calling a referral).

HUDDLES

ADDRESSING POLICIES FIRST

If there are policy issues to be addressed, be sure to address them with other team members, before the huddle begins. Get policy issues out of the way, such as: broken financial agreements, broken appointment issues, so the huddle begins with an unsullied heart. Be sure that all possible challenges or conflict issues do not make it to the huddle.

HUDDLES MUST BE FUN, FUN, FUN

1. Should be done with the doors locked and only team members are included
2. On time, usually 15 minutes prior to the opening (unlocking) of your doors at each session that you are open everyday (Example – if your doors open at 8am, the doors are locked till then, P.R.E.S. begins at 7:40-7:45. Following P.R.E.S., the huddle should begin no later than 7:52)
3. Should ideally last only 3 minutes, use a timer, and stop when the time is done
4. Should be planned on a rotating schedule by all team members to give variety of expression
5. Huddles should not be mistaken for P.R.E.S. times or meetings to go over "STUFF". Huddles are specific, fun, and the last things you do before unlocking the doors

Examples:

- Play a game of charades, acting out a word that exemplifies something on your team, like getting your posture checked.
- Do a drill of over exaggerating how we say a script and do it standing on your chairs, while doing jumping jacks, while laughing, etc…
- Play a game of hangman and write out a word like subluxation or interference
- Play a game of hot potato – pass an item around the room and whoever gets the hot potato at the end has to do 10 jumping jacks
- Play a game of everyone doing a 7 minute exercise warm up
- Bring in cards and everyone make a creative card for a sick patient or team member
- Cut out photos from a magazine and bring them in and in 5 minutes, have everyone put together a message of words or photos that motivate them to get psyched for the next session
- Office chair races in or outside the office

The ideas are endless. The importance is that the activity is FUN and energetic and that you all leave the huddle ready – ready to play, to have fun, to give, love and serve and to connect with your patients.

See more information and ideas on website at Member Tools, New Members, Disciplines, Huddles.

Mandatory Immediate Action (MIA) Letter and Anniversary Review (AR) Letters

These letters are generated once you have completed Foundations and have chosen to upgrade to Core Coaching.

MIA Letter

- MIA letter is sent to you by day 8 of your membership.
- This letter includes your Core Proficiency, Goals and Action Steps.
- More information on this is covered in Lesson 3 of your Foundation audios.

AR Letters

- Each year around your anniversary date, you will visit with your accountability coach to review what has been accomplished over the year and set new goals.

Engagement Spectrum: this topic is covered in Lesson 4 of the DC Foundation audios. See video on this topic on the website at Member Tools, Foundation/Core member Timeline

Weekly Team Trainings: this topic is covered in Lesson 5 of the DC Foundation audios. Additional information can be found on the website at Member Tools, Read, The Manual, Team Driven Practice.

Socratic Dialogue: this topic is covered in Lesson 5 of the DC Foundation audios. See video on this topic on the website at Member Tools, Foundation/Core member Timeline

Sermon on the Mount: See video on this topic on the website at Member Tools, Foundation/Core member Timeline

Event Attendance: This topic is covered in lesson 6 of the DC Foundation audios. See our upcoming events on the website at TLC Events and Dr. Dean on the Road. Your attendance at TLC events is critical. There are several events each year for you to choose from and balance in to your personal and other professional commitments. As a team, we recommend you attend **two** seminars per year and one leadership camp. As a member DC, we ask you, the doctor, to be with us at least five times per year. The more you are with us and surrounding yourself with other TLC members, the more breakthroughs you will experience. Seminar events are part of your membership fee, while our Leadership Camps, Intensives, and vacation/balance and prosperity seminars have additional fees. Please budget and plan for these events accordingly. Pre-registration for all events should be done through the TLC website. You are encouraged to bring guests as they also can learn about TLC's unique coaching program.

***Stats*:** This topic is covered in lesson 6 of the DC Foundation audios. Stats can be entered on the website at Member Tools, Interact, Stats. This is a monthly accountability process for you and your team. We request this be submitted by the 5th of each month. TLC coaches and member services will utilize this information to review your practice stats and address specific breakthroughs and challenges.

***Webinar Attendance*:** This topic is covered in lesson 6 of the DC Foundation audios. Once your Foundation calls are completed, TLC provides 4 Cornerstone zoom webinars and a monthly Philosophy call each month. Our members are expected to listen in on at least 10 conference calls per month. CAs must also commit to the monthly Team Driven Practice conference call on the 3rd Tuesday of the month. You can listen to the live or recorded version. Live engagement is always best as all of our conference calls include Q & A time.

In addition, you will have access to the live and recorded versions of our 26 Week Training Manual calls to help you prepare for weekly trainings with your team. We typically recommend starting these calls around your 10th week in TLC.

***Accountability Coaching Calls*:** Upon completion of your Foundation calls and if you choose to move to Core Coaching with TLC, you will be scheduled to begin your bi-monthly accountability coaching calls. These calls are a crucial part of your coaching services designed to keep you accountable to your established goals. Most calls on scheduled to parallel TLC Tuesday Training mornings.
Get to know our coaches! View their profiles on the website at Resources, Coaches Bios

Practice Tools: TLC has several practice tools available to help you achieve your goals. These tools have proven their value time and time again. Core Members are provided with all of the tools they will need according to the Core Proficiency they will be working on.

<u>Engage and Grow/Asking for Help:</u> No question is too small. TLC is available Monday through Thursday from 9:00am to 4:30 pm EST and Friday 9:00 am to 12:00 pm EST. You can email to maryann@tlc4superteams.com, fax (215-657-9695) and phone us (215-657-1701). We make every effort to respond to you with in 24 hours.