



Training Notes: Building Titanium Teams – 10 Keys to Culture!

1 . D.I.S.C. PROFILE – HIRING FOR THE RIGHT:

DI – Front Out CA, Office Manager, Public Relations

SI – Front In CA

SC – Tech

Have a motto: “Hire Slowly, Fire Quickly”

2. VISION BOARD – 5 OBJECTIVES:

Volume

New patients

Income

Ancillary

Services

Bring your vision board to every team meeting

3. MANAGEMENT BY:

AGREEMENT – Signatures

CHECKLIST – Pilot

OBJECTIVE – Owner of Appleby’s TGIF, Pick 5

4. CODE OF CONDUCT – EVERYONE SIGNS THIS!

5. Team training

Weekly with 2 parts:

- **Wins, WIFS, GOALS, TARGETS**
- **Training**

6. HUDDLES

Create An Outline – Front Desk

Pre-Post Shift (AM And PM)

End Of Day Sheet

Finish With A High 5

7. COMMUNICATION

- **What Did You Accomplish This Week?**
- **What Did You Do To Support Your Team?**
- **What Do You Need Help With?**

8. PERFORMANCE EVALUATIONS

- **At 1 Month, 2 Months, 3 Months For Newbies**
- **Quarterly For Everyone**
- **Evaluations: 1st Year**
- **5 Questions, 5 Objectives**

9. RELATIONSHIP EVENTS – QUARTERLY

10. BONUS SYSTEMS

- **B.A.M**
- **Weekly/monthly**
- **IN/ON**