

DENTAL PRACTICE DIAGNOSTIC QUESTIONNAIRE

Dentist(s)' Name:

Practice Name:

Phone and Fax:

Cellular Number:

Practice Address:

Email Address:

Website:

Number of

Employees:

CONFIDENTIALITY NOTE:

The information contained within this questionnaire is confidential information, intended only for the use of Continuous Coaching and the person completing this questionnaire. If the receiver of this questionnaire is not the intended recipient, the receiver is hereby notified that any dissemination, distribution, copy or publication of the questionnaire is strictly prohibited.

INTRODUCE US TO YOUR ORGANIZATION

To get started, we'd like you to tell us more about you and your business. By answering and sending these responses to us by fax we can have a more effective first meeting! Bullet points are fine or if you need more room please right in margins or on a separate piece of paper. We prefer this to be hand written. Call (403) 355-2512 if you need any assistance.

What type of dental practitioner are you and how long have you been in practice?

Describe your practice? If you are an associate, describe the type of practice you work in?

Tell us about your customers.

What challenging practice issues are you facing right now?

How would you describe your management style?



PRACTICE ASSESSMENT ... 25 QUESTIONS

On a scale of 1 to 5 (1=Not a Frustration, 5=Major Frustration), please evaluate the following common challenges and let us know how you believe they rank in your practice.

- Our business is becoming more complex.
- Our clients are becoming more demanding.
- Our enjoyment (work satisfaction) level is less than it should be.
- I/we are spending too much time on management and not enough time earning revenue.
- Key performance indicators are not well understood by staff.
- Staff is unaware of or don't act with the values, rules and priorities I/we desire.
- Our office should work like "clockwork".
- The morale and attitude of our staff is poor.
- It is difficult to gauge the effectiveness of our marketing.
- We need to improve how effectively we use our performance appraisal process.
- We provide our clients with a unique customer experience.
- Our information technology systems can be improved.
- The office does not have a training curriculum for our front office management team.
- The front-line staff feel empowered in making our practice successful.
- I/we never seem to know where we stand financially.
- We have untapped potential in our employees.
- Our office culture is different than the way I/we want it.
- We have an ad-hoc way of mentoring and development of staff.
- We have many new patients each month.
- Our office premises suit our practice needs.
- Our practice has trusted suppliers for finance, legal, equipment, consumables etc....
- We get a lot of referrals from our clients (or from general dentists if a specialist).
- We do not deliberately practice and reinforce new skills and positive behaviours.
- We are operating at 80% or more of capacity.
- We need to make faster decisions that are innovative and productive.

_____ TOTAL SCORE

JUST A FEW FINAL QUESTIONS ...

If you had one wish for your practice or for yourself personally in the next 90 days, what would it be?

Do you have a budget set aside for leadership development/training? (Yes/No?)

Other than yourself, who is involved in the decision making process within your business?

THANK YOU FOR YOUR TIME!

Please return this questionnaire to the Coaching Office at least two days prior to your meeting with the Continuous Coaching Team.

Delivery Options:

Phone: 403.355.2512
Fax: 403.398.1306
E-mail: dentalresponse@continuouscoaching.com

