

GETTING STARTED WITH TEAM TRAINING

A GUIDE FOR PRACTICE DELEGATES



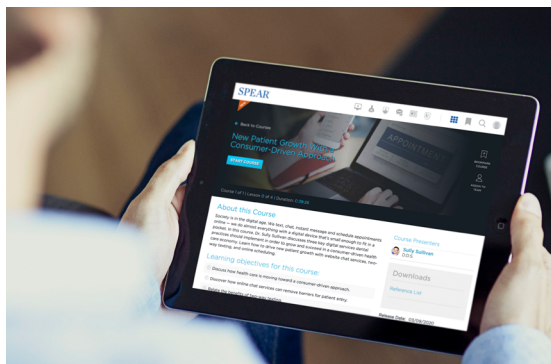
SPEAR
ONLINE®

Spear Education provides dental continuing education for striving dentists that are dedicated to the pursuit of clinical excellence in dentistry.

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INTRODUCTION



Congratulations

on being selected as a Spear Practice Delegate!

As a Practice Delegate, your enhanced access to the Spear Online platform means you can take a more active role in aligning and empowering your practice team. You'll also be better equipped to implement Spear resources in your practice that will increase case acceptance, streamline practice processes, and more.

As a Practice Delegate, your enhanced access to Spear Online allows you to:

- Add, edit and remove practice team members from Spear Online
- Assign role-based courses and pathways to team members
- Utilize Spear Online curriculum for streamlined team training
- Track team progress with assigned courses and content

3 WAYS TO MAKE AN IMPACT

As a Practice Delegate, you will have access to features and resources that allow you to develop, implement and manage a robust team training framework for your practice. By doing so, you will be uniquely positioned to:

1

Support Your Practice

By taking a more active role in practice improvements and team training, you will allow your practice owner to commit more time and energy toward their clinical learning – which translates to higher case acceptance, more comprehensive cases, and better patient outcomes.

2

Support Your Patients

Your practice processes have a direct impact on the patient experience in and beyond the operatory. By providing guidance and structure for your practice's team training – as well as enabling your team to take advantage of Patient Education resources – you can foster better practice communication and a more streamlined experience for your patients.

3

Support Your Team

By leveraging Spear team training resources within your practice, you can help your team achieve a sense of alignment and cohesion that will make it fun to come to work. You'll also have the role-based resources you need to help individual team members achieve their professional goals.

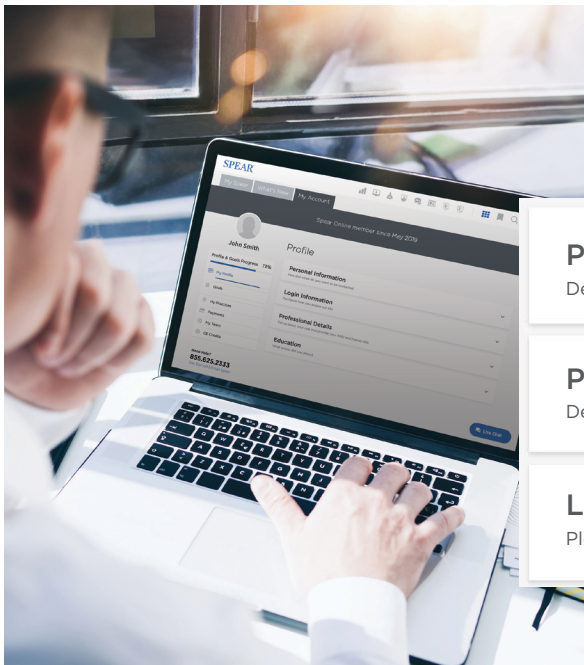
This guide will help you understand how to take advantage of the tools and resources available to you as a Practice Delegate – and how to leverage these resources to align and empower your practice team.

IDENTIFYING YOUR PRACTICE GOALS



Step One: Complete the Practice Goals section of your practice owner's [Spear Online profile](#) with your practice owner.

Your practice goals are the blueprint for team training success. By understanding what your practice owner wants to accomplish in the short- and long-term, you can better prioritize team training initiatives to support those goals. Ultimately, your partnership with the practice owner will be integral to the success of your team training program.



TIPS FOR GETTING STARTED WITH PRACTICE GOALS

1

Align practice goals with your doctor's personal and learning goals

Your doctor's Spear Online profile has sections available for documenting their personal and learning goals, so consider these when discussing the future of the practice and what improvements will have the biggest impact on your doctor's goals. Your doctor should complete these sections of the profile before you discuss practice goals together.

Personal Goals

Define how you want to grow as a Spear doctor

Practice Goals

Define how you want to grow as a dental practice

Learning Goals

Please check 3-5 educational topics that interest you

2

Set time aside to discuss practice goals with your practice team

Make time to talk with each member of your team about what they consider to be the biggest areas of opportunity in the practice. You will want to bring these concerns and suggestions to the discussion with your doctor about practice goals, so ensure you make time for these discussions prior to your meeting with the doctor.

3

Schedule time on the calendar to discuss your goals together

After your doctor has completed the personal and learning goals sections individually, set time aside for you and your practice owner to discuss and complete the practice goals in their Spear Online profile together. You'll need access to your doctor's Spear Online account to do this, so make sure you have a computer available.

Spear Online Profile Goals

Your practice owner has a section of their Spear Online profile designed to capture and track progress with their personal, practice, and learning goals. This section is a helpful tool for guiding your decisions about team training and practice improvements. Plus, your doctor's completed goals help your Spear Customer Success Manager provide recommended courses, resources, and guidance to help your practice be successful with Spear Online.

HOW TO USE COURSES, PATHWAYS, AND CURRICULUM



Step Two: Assign [Spear Online learning content](#) to your practice team members.

COURSES

Courses are a great way to providing targeted training about specific topics relevant to individual members of your clinical and front office team. Within the courses section of Spear Online, you'll also find filters for specific content types including:

1

Role-based Courses

 DELEGATE + TEAM
 MONTHLY

Role-based courses provide focused training on a specific topic. They're ideal for helping specific team members enhance their skill set or better align with other practice teams. They're great for:

- Individual role-based training
- New hire training and onboarding
- Cross-training and practice alignment

2

Conversation Essentials

 DELEGATE + TEAM
 WEEKLY

These 2-minute vignettes explore how practice team members can respond to common patient questions in a succinct and effective manner. They're great for:

- Daily or weekly huddles
- New hire training and onboarding

3

Team Meetings

 DOCTOR + DELEGATE + TEAM
 MONTHLY

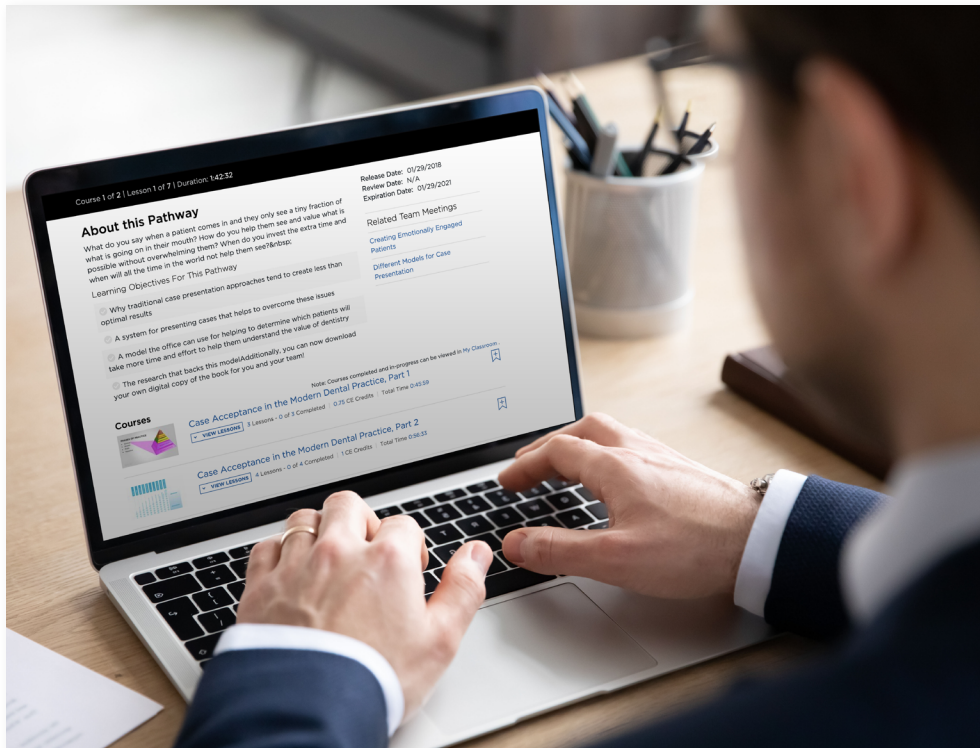
Team meetings are courses designed for the entire practice team and include additional discussion and implementation guides to align and engage the team. They're great for:

- Monthly or bi-monthly all-team meetings
- Cross-training and practice alignment

PATHWAYS

Pathways offer a structured learning experience that presents information in the order it should be learned. Pathways are great for in-depth learning to master a specific topic. They're also ideal for upskilling team members or introducing new hires to crucial clinical and practice management concepts utilized in your practice.

Pathways are great for in-depth learning to master a specific topic



CURRICULUM

Spear curriculum streamlines the team training process by providing a clear framework for practice-wide training based on a particular topic or goal. A curriculum groups team meetings, role-based courses and pathways, and practitioner courses together to achieve better alignment across the team. These are organized by month as a recommended cadence for course completion – but you can choose to assign coursework on whatever cadence is best for your team.

Curriculums are organized by month as a recommended cadence for course completion



STAYING ON TRACK WITH SPEAR ONLINE



Step Three: Attend regular check-in calls with your doctor and Spear Customer Success Manager.

As a Practice Delegate, you play a central role in your practice owner's success with Spear Online. By attending regular check-in calls with your doctor and your Customer Success Manager, you'll be able to provide feedback about how to leverage membership benefits within the practice. How often these calls occur will depend on your practice needs, but your CSM is available to help any time you need them.

DURING YOUR CHECK-IN CALL, YOU WILL HAVE A CHANCE TO:

1

Update your Spear Online Profile Goals

Your doctor's personal and learning goals (and consequently your practice goals) will change over time. These regular check-in calls with your CSM are a great opportunity to discuss your progress so far - and to update the profile goals to reflect that progress.

2

Register for Upcoming Spear Events

Spear events aren't just for doctors! Many Spear events online and on campus are relevant for dental practice teams as well as practitioners. During your regular check-in call, your CSM can register your team for upcoming events that will help you achieve practice goals faster.

3

Discuss New Membership Features and Opportunities

Spear memberships are always evolving, so these check-in calls are a great way to ensure your practice is taking advantage of all your membership benefits. As a Practice Delegate, updates to Spear Online content and resources are important to ensure your practice team has everything they need to succeed.

Customer Success Manager

As part of your doctor's Spear Online benefits, your entire practice team has access to a Spear expert who can provide recommendations and guidance about how to take advantage of your Spear Online benefits. Your CSM provides long-term support for your practice and will remain with your team through the duration of your Spear Online membership.



PATIENT EDUCATION



To us, the message is clear. More than 90 percent of patients who watch Patient Education videos are better prepared to explore treatment and payment options, according to survey results. In fact, effective communication is so crucial to the overall satisfaction of your patients, the Patient Education platform is included with your Spear membership.

Help the average person grasp the importance of their own dental health with comprehensive, customizable Patient Education videos. Stream easy-to-understand visuals chairside via our tablet app or to your lobby via Fire TV Stick and Apple TV.

With such a powerful tool at your fingertips, you'll make complex clinical issues easily digestible and case presentation more engaging than ever before.



Visit
[Spear Patient Education](#)

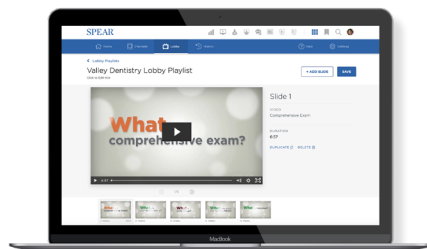
LOBBY TOOLS



The Patient Education platform includes a library of condition overview videos, such as those on hygiene habits and tooth wear, that are ideal to stream in your lobby.

PLUG-AND-PLAY WITH FIRE TV STICK & APPLE TV

Our new native apps make it easy for your staff to automate content so you can focus on other practice priorities.



UNOBTRUSIVE SILENT VIDEOS

Even as they run in the background, Patient Education videos are designed to catch the viewer's attention, so they come to your chair prepared and ask more informed questions about their oral health.

CUSTOMIZE YOUR LOBBY VIDEO CONTENT

Create custom video playlists that reflect your practice's clinical standards by uploading your own images, logos, and specific information.



Visit
[Spear](#) Patient Education

ADDITIONAL RESOURCES

ARTICLES

[Practice Team Training Essentials - A Dental Assistant's Perspective](#)

[The Practice Delegate Trifecta - 3 Tips to Find Your Ideal Team Training Partner](#)

[3 Crucial Steps to Foster True Practice Team Engagement - an Office Manager's Take](#)

[Giving and Receiving Feedback in the Dental Practice](#)

[4 Elements of Effective Weekly Team Meetings](#)

E-BOOKS AND WHITEPAPERS

[Building and Managing the Ideal Dental Practice Team](#)

[From No to Yes: A Study on Increasing Case Acceptance](#)

INFOGRAPHIC

[The Formula for Practice Success with Spear Online](#)

GUIDES

[5 Tips for Team Training Success with Spear Online](#)

[3 High-Impact Ways to Use Spear Role-Based Courses](#)

[5 High-Impact Ways to Use Spear Chairside Videos](#)

VIDEOS

[Getting Started with My Profile](#)

[Getting Started with the Spear Online Mobile App](#)

[Getting Started with the Patient Education Tablet App](#)

[Getting Started with Patient Education TV Apps](#)

