

TROJAN TODAY

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MAY 2019

A NEWSLETTER FOR CLIENTS OF TROJAN PROFESSIONAL SERVICES, INC.

Connection Management

TURNING
CONFLICT INTOCHAMPIONSHIP
TEAM
CHEMISTRY

by Peter Barry



Are team conflict and egos getting in the way of your goals?

Are differences and self-centeredness dividing your team and causing you headaches?

Are tensions and adversity weakening your team and its performance?

Leading organizations know it's difficult to achieve the level of teamwork needed to fully excel as a business unless you first deal with the all too common destructive behaviors that fuel unresolved conflicts in the workplace.

Far too many people trade their life, and a bit of their soul, for a paycheck. They tolerate endless hours of working in environments strained with disappointing relationships, conflicts, and gossip, and try to recover on weekends or during their annual vacations. Similar frustrations hold true for office managers and dentists; far too many go home at night feeling frustrated and disappointed because of conflicts at work, the lack of synergy and progress, and the resulting loss of productivity and profits. Many dental professionals endure these tensions daily. These conflicts do not always exist at an adversarial level. You can like your co-workers while still experiencing discourtesies or unmet expectations that fester and build frustration into your relationships and work environment over time.

Things don't have to be this way. Feeling connected and getting along is the most important ingredient on the path to functioning as a high performing team. When we arrive to work, we are suiting up and stepping onto a playing field with our teammates. Each person in the practice plays an important role. Our collective level of unity and connection will have a tremendous impact on our overall effectiveness as a group. Safe relationships and meaningful connections in the workplace will enhance a team's morale by reducing stress and significantly increasing everyone's level of fulfillment.

Conflicts usually arise from communication failures which include unmet expectations rooted in poor listening skills; insufficient sharing of information; differences in interpretation and perception; and nonverbal cues being ignored or missed, especially in times of stress. Regardless of the scenario, conflict is not an external set of events that we have the misfortune of being exposed to. It is a human-driven social process that is fueled by our thoughts and attitude and actions or inaction. "WE DO CONFLICT" just like "WE CAN DO PEACE" or "WE CAN DO LUNCH!" It's an active process. It takes time, effort, and attention to grow a conflict or grow a peaceful connection. It's a choice. People create conflict based on how they choose to interpret a situation and based on the approach they choose to take, including if or when to address it.

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Let's look at some very powerful guidelines for dealing positively with a co-worker, providing connection opportunities:

1. **Look for a person's intentions beneath the actions**, remembering that we judge people by their behaviors and we judge ourselves by the intentions of our behavior.
2. **Speak only to the person involved and discuss it privately**, not publicly. Don't pull in others, which creates a "drama triangle workplace" and "cold wars" with victims/rescuers/persecutors.
3. **Do not address the issue while either person is in an emotionally-charged state.**
4. **Don't let the issue fester for a long time.** Feelings that are buried alive LIVE.
5. **Communicate your concerns openly and honestly** without sugarcoating.
6. **Avoid being defensive.** LISTEN to each other and acknowledge each other's views even if you don't agree.
7. **Don't get personal.** Avoid character labels and name calling, such as "you are lazy," "you don't think," "you don't care," or "you are a liar." Focus on behavior but don't label the person.
8. **Speak to one issue at a time.** Don't overload the person.
9. **Deal only with actions the person can change.** Asking the impossible only builds frustration into your relationship.
10. **Once you've made your point, don't keep repeating it.**
11. **Avoid sarcasm.** Sarcasm signals you are angry at people, not their actions, which may cause them to resent you.
12. **Avoid playing "gotcha" type games.**
13. **Avoid generalizations or statements** like YOU ALWAYS/ YOU NEVER. Such statements are usually inaccurate and make people feel personally attacked and defensive.
14. **Present criticisms as suggestions or questions**, if possible.
15. **Don't forget the compliments.**
16. **Don't apologize for the meeting.** Doing so detracts from its relevance and validity and indicates you are not sure you had the right to express your concerns.
17. **Forgive!** Holding grudges fuels social tensions that seed unhappiness. Release yourself and your emotions from the burden of chronic dissatisfaction and frustration by practicing the art of forgiveness daily.
18. **Finally, and most importantly, be aware of how you interpret situations.**
Always ask yourself:
 - What meaning have I attached to this situation or behavior? A positive one or a negative one?
 - Could this mean something else?
 - Do I have all the information?Be prepared to listen to the responses.

Instead of "Conflict Resolution Skills" I prefer to call these "**Connection Management Guidelines**" since there is no CONFLICT until we begin applying the destructive behaviors that reduce important issues to a personal and adversarial level. Before addressing any issue with a co-worker, always ask yourself: Do I want to be right or do I want to be happy? If your goal is to be happy, focus on growing the connection. Communicate with a core desire to build cooperation into your relationship by learning more about each other's views and needs. Connection Management is a proactive way of growing your business by strengthening the teamwork and unity and collaborative skills of your people.



Peter Barry C.M.C., R.R.D.H. is a highly sought-after Transformational Trainer. For more than eighteen years, he has empowered dental teams to achieve extraordinary growth, higher income, and exceptional quality of life. He is the founder of "Practice Mastery" a practice development company that serves the growth and development needs of your practice.

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for some of our favorite "classic"
Trojan Today articles:

5/15
Happy Mother's Day
Ingrid Kidd Goldfarb

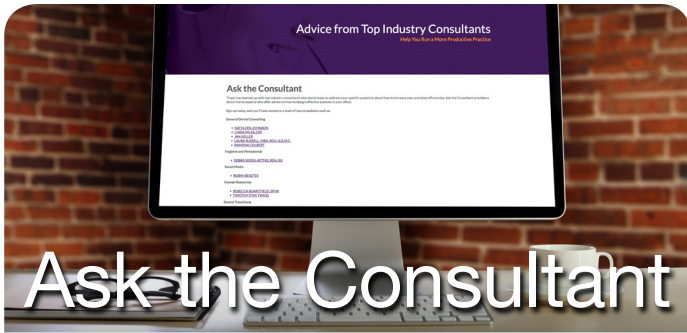
5/25
**Assisted Hygiene
Top 5 concerns**
Linda Miles

The graphic features a blue-toned image of a computer keyboard in the foreground and a grid of icons representing various office or dental practice tasks in the background.

Quote-Worthy

“Individual commitment to a group effort: that is what makes a team work, a company work, a society work, a civilization work.”

— Vince Lombardi



Ask the Consultant

Q: If a patient comes in for pain, has an exam, x-rays, and gets a script for antibiotics and pain, is this charged as an emergency exam or as a limited exam?

A: This is the code:
D0140 Limited oral evaluation—Problem Focused

An evaluation limited to a specific oral health problem or complaint. This may require interpretation of information acquired through additional diagnostic procedures. Report additional diagnostic procedures separately. Definitive procedures may be required on the same date as the evaluation.

Typically, patients receiving this type of evaluation have been referred for a specific problem and/or present with dental emergencies, trauma, acute infections, etc.

NOTE: This code describes an emergency exam or one limited to a specific problem.

If you did emergency treatment of dental pain then you would also bill **D9110 Palliative (Emergency) Treatment of Dental Paid—Minor Procedure**

Response provided by **Kathleen Johnson**,
President of Kathleen Johnson Consulting.



What Clients Say

"I have been using Trojan for the last thirteen years, but this is my first experience with Managed Care. It is incredibly helpful and saves me so much time. I was previously entering each fee schedule one by one. This system helps me by inputting the fee schedule along with the plan. It's a life-saver."

— Beth L.

Service Savvy

Implants

Trojan is happy to announce we now include information about implant coverage in the notes section on Trojan Benefit Plans. Our researchers are asking about the most commonly used implant code, **D6010 Surgical Placement of Implant Body**. Is it covered? At what percent is it covered?

Adding this information will save you from calling to get that one specialty code. Look for this new implant information on your Trojan Benefit Plans.

Phone	(877) 638 - 3379
Phone Payment	(877) 638 - 3379
Notes and Limitations	Sealants Preventive to age 19 Sealants perm 1st and 2nd molars Sealants 1 per 60 consecutive mos. Fluoride Preventive to age 19 Fluoride 1 per year PA xrays basic other xrays prev. Ortho extractions by report Crown may be downgraded VERIFY WAITS WITH ELIG. Implants 6010 50% Perio maint. Basic, 4 per year Not paid in addition to prophy.

Trojan Benefit Service		Notes and Limitations
Trojan ID	272959	
Employer	MARSH AND MCLENNAN COMPANIES PREFERRED, SUB. 1, DR. 1 1100 AVENUE OF THE AMERICAS NEW YORK, NY 10036	
Employer Phone	(212) 345 - 5070	
Policy Number	312905	
Mail Claims To	METLIFE PO BOX 981282 DALLAS, TX 75298	
Plan Maximum	\$2500 per benefit per year	
Plan Year	Calendar year	
Renewable	\$25 per person per year \$75 family maximum Preventive waived	
Co-pay/coinsurance Deductible	No	
Payment Base	1st per plus Medicaid Fee Schedule	
C.O.B.	Living birthday rule	
Dependent Coverage	To age 26	
Assignment of Benefits	Yes	
Pre-determination	To denote with valid assignment	
Preventive	Not mandatory	
Basic	100% see notes	
Major	80% see notes	
Single Crown	50% see notes	
Pair Extractions Cost	Yes	
Prosth. Replacement	88 consecutive months unseverable	
Prosth. Components	Prosthesis component paid Basic	
Oral/max. Guarantee	Nightguards by report	
PAID Encumbrance	1 per 36 consecutive months	
Prophylaxis	Partials not paid in addition to BAW	
Prophylaxis	2 per year	
Prophylaxis	2 per year	
Ortho Maximum	\$2000 lifetime	
Ortho Payment	50%	
Ortho Deductible	Not applicable deductible	
Ortho Age Limits	All insured	

For more information, please contact Trojan's Benefit Service Department at 800-633-3060.

FUN! Fact

It's no wonder sharks are so widely feared:
**At any one time,
they can have up to 300 teeth!**

The teeth are arranged in about five rows.
When one is damaged or lost, all the teeth behind
it move forward a row, filling the gap at the front.

A new tooth then grows in the back row,
so the shark is never left toothless.



Seminars

Connecticut State Dental Society Meeting

Presented by Colleen Huff

MAY 8-10, 2019

Mohegan Sun Resort – Uncasville, CT

csdadentalmeeting.com/

Dental and Medical Insurance Extravaganza

Presented by Christine Taxin

OCTOBER 17-18, 2019

Las Vegas, NV

trojanonline.com/pdfs/

[SavetheDate2ndAnnualExtravaganzaFLyer.pdf](#)

Meeting Place

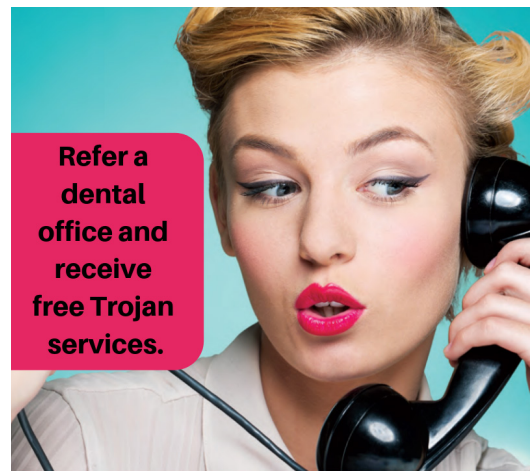


CDA

MAY 16-18, 2019

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Booth #1520



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*Accelerating dental practices to excellence by providing services
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TROJAN PROFESSIONAL SERVICES

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