



# Guiding Your Dental Practice Through Change

Working with Every Personality  
on Your Team to Inspire  
Transformation



# Table of Contents

3 Introduction

4 Chapter 1: The Dental Dynamo

6 Chapter 2: The Loose Tooth

8 Chapter 3: The Reluctant Retainer

10 Chapter 4: The Floss Boss

12 Chapter 5: Diagnostic Diva

14 Chapter 6: The Crowned One

16 Chapter 7: The Supernumerary  
Tooth

18 Additional Resources

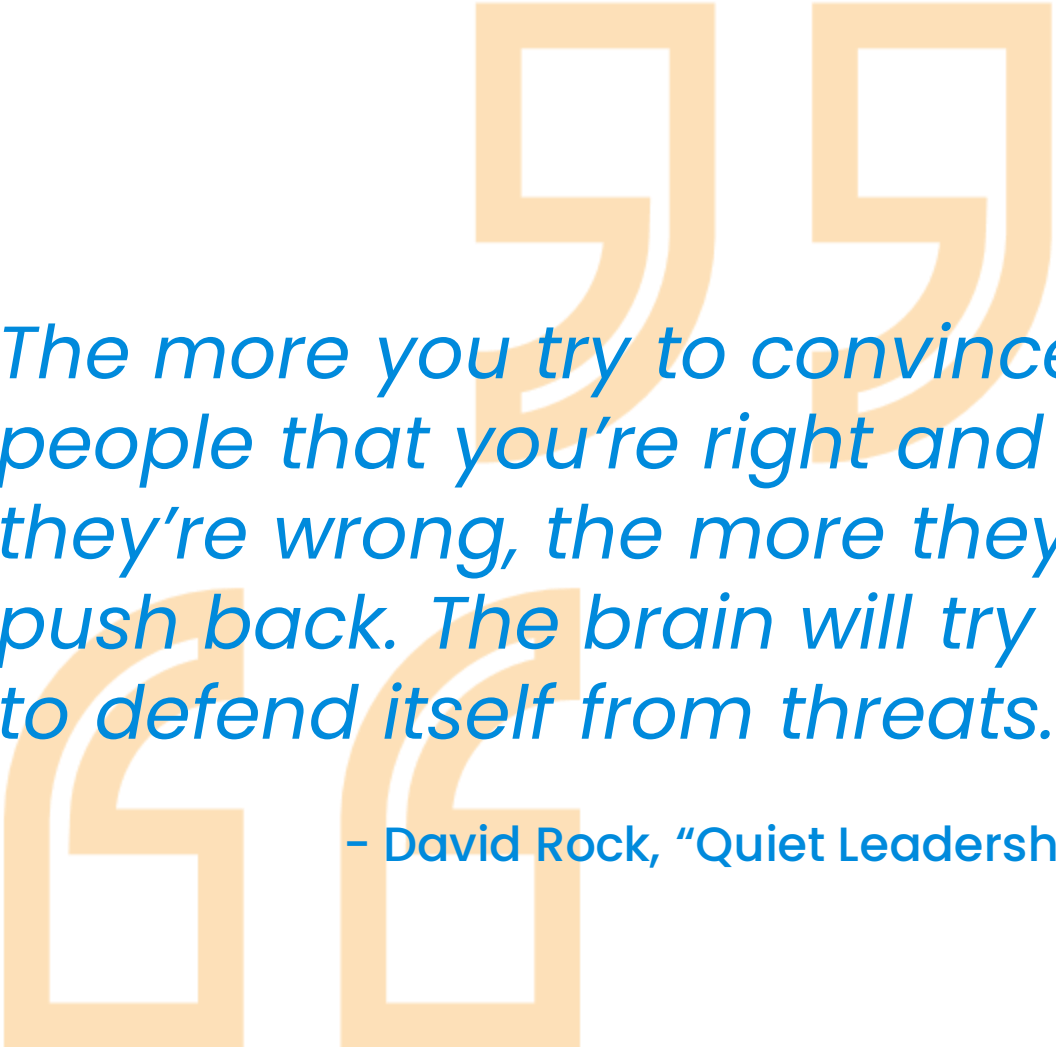
# Introduction

ThriveCloud can boost production, plus reduce no-shows/ cancellations, and more, but sometimes change is hard.

Research shows that people often view change as a “threat,” meaning their fight or flight response kicks in.

By addressing change in your office through the lens in which an individual views it based on their personality type, you can make the transition smoother.

This guide covers seven distinct personalities in a typical dental office and how to best help each through your transition to new software or any other change.



*The more you try to convince people that you're right and they're wrong, the more they push back. The brain will try to defend itself from threats.*

– David Rock, “Quiet Leadership”



# Chapter 1

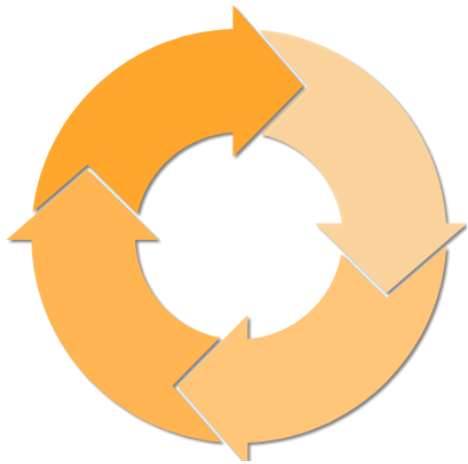
## The Dental Dynamo

The Dynamo is your practice cheerleader. They're positive, enthusiastic, and eager to try new things.

However, sometimes their excitement gets the better of them and they jump ahead without preparation, creating chaos on the team and ultimately slowing progress.

# Signs You're Working with a Dental Dynamo

- They skip the free training offered to your practice. "I'll pick it up as I go," they say.
- They're adding patients and appointments to ThriveCloud without first ensuring your schedule and workflows are set up to meet your practice's needs.
- They're manually doing work that can be automated or doing work that will need to be redone.



# How to Help a Dental Dynamo

They dynamo doesn't realize they're causing distress or issues. They're just soooo excited! Their passion is also contagious, so try to be gentle when they jump forward unexpectedly.

You can help prevent mishaps by keeping the Dynamo in the loop and asking for feedback throughout the process. This personality can also benefit from having formal guidelines about training requirements and policies about making big changes in the software without first discussing it with other key team members.



## Chapter 2

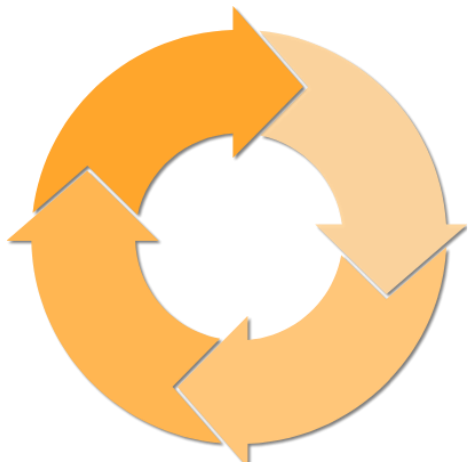
# The Loose Tooth

Some people are rigid. They get bogged down by details or overwhelmed by busy days. Not the Loose Tooth. This personality is flexible. They're the calm in the storm and keep the team mellow.

However, the Loose Tooth is not a process person. If they've communicated something to a patient, that's enough for them even if it isn't documented. Sometimes it's unclear if they've forgotten a task or just didn't document it. The lack of communication can create discord within your team on occasion.

# Signs You're Working with a Loose Tooth

- They don't use your practice's established methods and workflows because "their way" is easier for them.
- "Their way" can change depending on which way the wind is blowing.
- They constantly ask if things *really* have to be documented in the chart or computer.



# How to Help a Loose Tooth

The Loose Tooth is generally unaware that their failure to follow processes is a problem for anyone. They just know they feel confined or micromanaged when they're given lots of guidelines at once.

You can help the Loose Tooth adapt by opening up permissions in the software gradually, so they have time to master each section before moving on, and explaining that logging things in the software allows the team to see and appreciate all the hard work they're doing. Once they have the software down and see how it helps them, they'll become one of the biggest advocates.



## Chapter 3

# The Reluctant Retainer

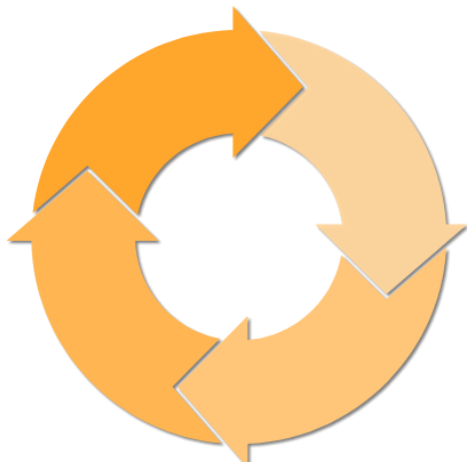
The Reluctant Retainer keeps things together. They're probably one of your most tenured and trusted employees. They've been in dentistry for as long as people have had teeth and patients love their personal touch.

However, sometimes this personality can slow the growth of your practice by refusing to try new tools. They may also create barriers between the rest of the team by withholding information they need to do their jobs well.



# Signs You're Working with a Reluctant Retainer

- They cling to a paper schedule like it's a life preserver.
- The only reason you know a root canal was added at 3pm is because they walked back and told you. It's not going in the computer.
- You hear them muttering to themselves about how complicated things are now and get frustrated every time they use the computer.



# How to Help a Reluctant Retainer

Changing things up is overwhelming to the Reluctant Retainer, so don't make them do it all at once. Instead, work out milestones to help them transition to the new software slowly. They may become even more proficient with ThriveCloud than your tech-savvy employees in time.

Give them time to experiment with ThriveCloud after your test conversion before you go live, ensure they know how to access video tutorials, and show them how easy it is to get in touch with ThriveCloud Support, so they can get walk-throughs as needed.



## Chapter 4

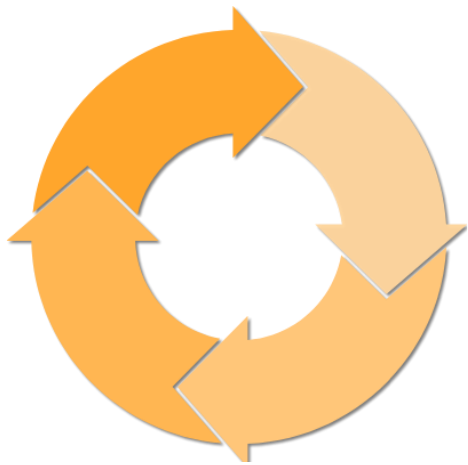
# The Floss Boss

The Floss Boss has a pulse on your practice. They know where every patient is at all times and keep tabs on the team. If you need information, the Floss Boss has it and is quite happy to share.

However, because this personality is so accustomed to knowing everything, they sometimes forget that they don't. They may rely on outdated information as well. They're so confident that they can sometimes forget they're part of a team too.

# Signs You're Working with a Floss Boss

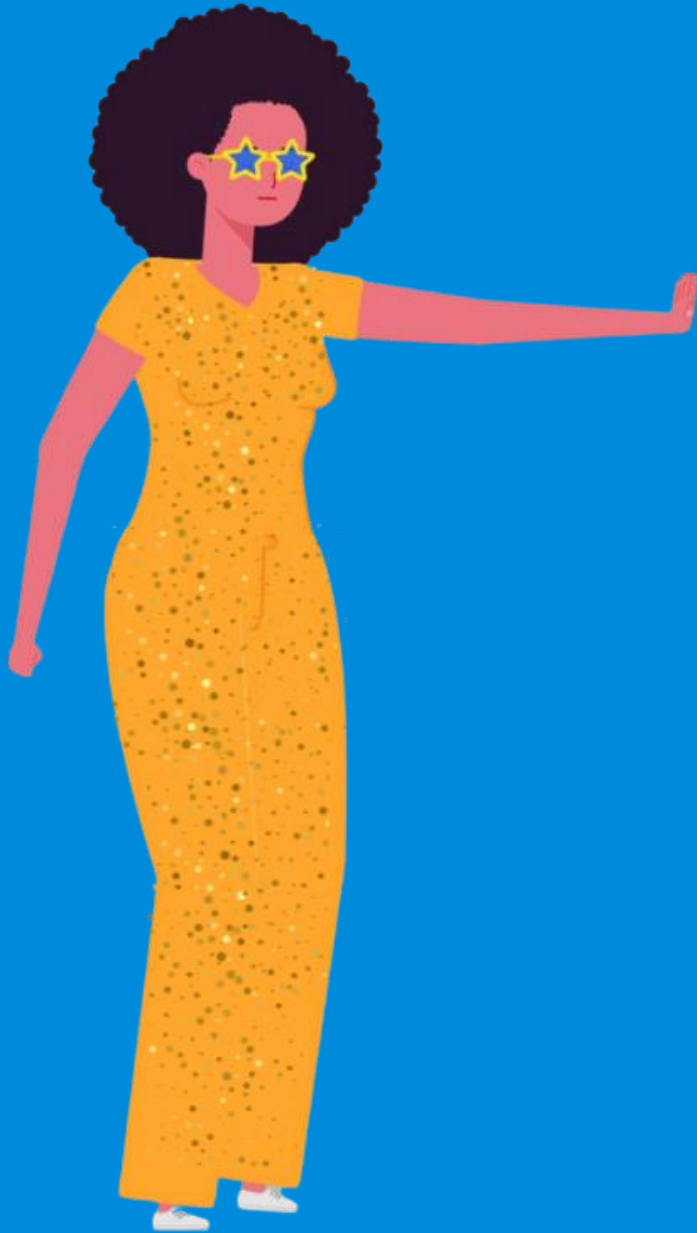
- They have a strong opinion of ThriveCloud even if they've never used it.
- They're so focused on a specific practice management philosophy they forget to consider how your practice actually operates.
- They make drastic changes to software and processes without discussing them with others.



## How to Help a Floss Boss

Your Floss Boss can be a great leader and trainer because newcomers and temps appreciate their knowledge and confidence. The Floss Boss delights in these relationships too.

However, this is one personality in which you may need to have a firmer hand. Explain to the Floss Boss that they need to train on the software properly with everyone else and that big changes are either made as a group or by the dentist. Reassuring them that their insights and feedback are still welcomed, and that you'll be relying on them as a trainer, will go a long way toward helping them see themselves as one part of a whole.



## Chapter 5

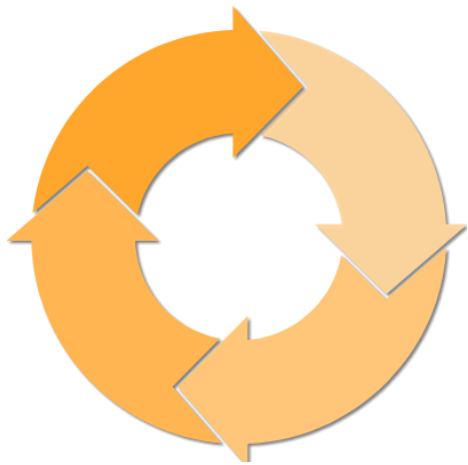
# The Diagnostic Diva

The Diagnostic Diva's inquisitive nature can help your practice weed out inefficient processes and tools that drain your time and money.

However, sometimes this personality type shoots things down before giving them a chance. Diagnostic Divas can also be perceived as negative, which sometimes brings down the morale of the team and prevents others from expressing ideas or being willing to try new things.

# Signs You're Working with a Diagnostic Diva

- You know what's coming out of their mouth next based on the furrow of their brow.
- They prefer to maintain the status quo because new processes and tools can't be trusted.
- They believe the team is already operating at peak performance and that nothing is capable of changing that.



# How to Help a Diagnostic Diva

When the Diagnostic Diva becomes invested in something, that's the idea that sticks. Help the Diagnostic Diva become invested in your new software by involving them from the start. Ask them to investigate different tools on their own and provide their feedback. Discuss office workflows to see if there may be different or better ways to address things.

If the Diagnostic Diva becomes negative in the process, try to find out why they're hesitant, but also let them know how their negativity impacts the team and let them know to keep discussions between the two of you.

# Chapter 6

## The Crowned One

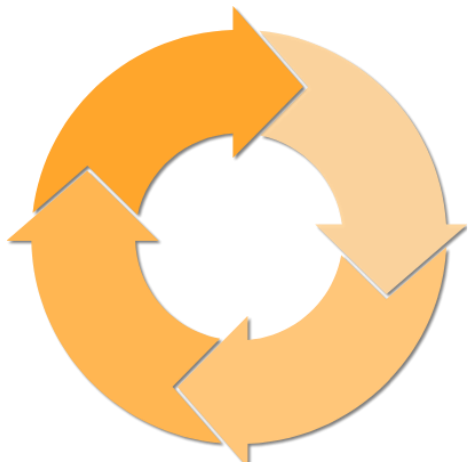


The Crowned One can spot trouble from a mile away. They know when a case will be difficult, bill will go unpaid, or day will turn chaotic. Their ability to foresee issues is invaluable and often helps your practice run smoother.

However, the Crowned One can also be a drama king or queen and become preoccupied with the potential for trouble. They see bumps in the road as insurmountable roadblocks and can damage the morale of the team.

# Signs You're Working with a Crowned One

- “The sky is falling” is their daily mantra.
- They're always expecting the worst or talking about how difficult things will be.
- They ruminate over issues that won't necessarily impact your dental practice or team.



# How to Help a Crowned One

Similar to a Diagnostic Diva, the Crowned One needs to be able to come to you with their concerns and vent. However, unlike the Diagnostic Diva, the Crowned One is ruled by fear. They need reassurance that things will be ok and that there are contingencies and backups to ensure things go smoothly.

Make sure this personality type has access to training resources and the Support line. It will help soothe their concerns. As they adapt to the new software, it will become a familiar source of comfort. In time, they won't be able to imagine life without it.



## Chapter 7

# The Supernumerary Tooth

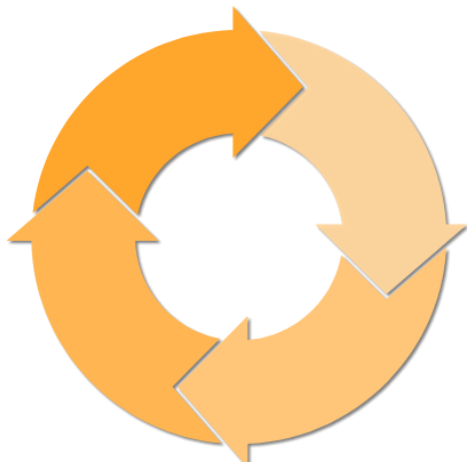
The Supernumerary Tooth is an independent worker. They're the kind of person that, when committed, will make things happen regardless of what barriers stand in their way. When they say something's getting done, it's getting done, and that makes them a huge asset to your team.

However, this personality type marches to the beat of their own drum. They're not interested in working in sync with the rest of the team and believe they operate better alone, which can hinder results overall.



# Signs You're Working with a Supernumerary Tooth

- They skip onboarding and training, saying they'll learn the software on their own.
- They avoid morning huddles and team events like the plague.
- They oppose any kind of tool that makes them collaborate with others or work as part of a team.



# How to Help a Supernumerary Tooth

The Supernumerary Tooth may seem like they don't care about others or the practice, but chances are there are deep feelings brewing under the surface.

Let them know how important it is for them to work within the new software and that others are relying on them to do their part. Try to involve them more in team activities and give them a duty that involves taking ownership for something, but working with, and reporting back to the team. For example, scheduling a certain number of overdue recalls or creating a template for the ideal day on the schedule.

# You Got This

Getting everyone on your team on board with new practice management software isn't always easy. However, with dentists across the country moving to ThriveCloud to boost their production, efficiency, and profit, getting everyone working together toward full adoption is a worthwhile goal.

By becoming familiar with the different personality types outlined in this book, and adapting your approach for each person, you can help lead your team through transformation with flying colors.

# Additional Resources

- Training Videos – We break down the software with a series of video tutorials. Access them through the Help section in ThriveCloud.
- [Thrive Blog](#) – Explore trending news, practice management tips, and more.
- Social Media – Follow us for ongoing learning opportunities and tips.
  - [YouTube](#)
  - [Facebook](#)
  - [LinkedIn](#)
  - [Twitter](#)



Experience a true all-in-one cloud solution.

[Get a FREE Demo](#)