

PRACTICAL CLINICAL COURSES

A Service of the Gordon J. Christensen
Career Development Program

V4715 Building Your Ideal Team

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Materials Included

C.E. Instruction Sheet
AGD Post-Test

Gordon J. Christensen
PRACTICAL CLINICAL COURSES
PROCEDURE FOR RECEIVING
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AND STATE CREDIT
FOR CE VIDEOS

1. Complete the enclosed Post-Test.* For each **CE Video Purchased**, one test is included. If additional tests are needed, the following fees will apply: \$25 per test for 1 additional dentist; \$20 per test for each auxiliary (dental assistants, hygienists, lab technicians - no limit on auxiliary tests). Fees can be paid either by check or credit card when tests are submitted to Practical Clinical Courses.
2. Complete the demographic information located at the end of the test.
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 - a. If the applicant selects "AGD," PCC will send notification to both the applicant and the Academy of General Dentistry. (The AGD will also notify applicant of credits earned by printout information.)
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3. Return the **Post-Test portion** via mail, fax, or email. Our contact information is as follows:

Practical Clinical Courses
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POST-TEST

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1. What is the effect of *traditional management* on ourselves and our team(s)?
 - a. It leads self-motivated staff to find another place to work.
 - b. It locks in negative behaviors.
 - c. It creates an environment of fear.
 - d. All the above

2. What is NOT one of the Seven Deadly Sins of Management?
 - a. Issuing threats and ultimatums
 - b. Comparing employees to prior team members
 - c. Backing your team
 - d. Consistently being inconsistent

3. What is one way that traditional management/leadership differs from upside-down leadership?
 - a. It reinforces a leader's role as Chief Everything Officer.
 - b. It allows a leader to become Chief Empowerment Officer.
 - c. Its purpose is to create high-performance, unselfish teams of "owners."
 - d. It permits leaders to release control without losing control.

4. What are the key elements of upside-down leadership?
 - a. Clear expectations
 - b. A culture of participation
 - c. Genuine appreciation
 - d. All the above

5. Which statement is true?
 - a. Leaders create other leaders.
 - b. Followers are the leaders.
 - c. Followers create the program.
 - d. Leaders are never needed.

6. ARCH stands for:
 - a. Agreement, Request, Clarify, Hope
 - b. Agreement, Relief, Clinic, Honesty
 - c. Anger, Raise, Calculation, Hype
 - d. Acceptance, Rational, Calm, Hostile

7. What are obstacles of good hiring?
 - a. No screening tools
 - b. Unclear needs
 - c. Poor interviewing skills
 - d. All the above

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8. The hiring process starts best with:
 - a. getting an ad out.
 - b. networking.
 - c. taking a few minutes to define what the ideal candidate looks like.
 - d. hiring the first applicant no matter what.

9. How does behavioral-based interviewing differ from traditional interviewing?
 - a. The candidate has a lot more “air time.”
 - b. The interviewer asks questions about their past experiences and level of expertise.
 - c. What the applicant does not say is as important as what they do say.
 - d. All the above

10. What is the ideal time frame for one-on-one coaching sessions?
 - a. 2 months
 - b. 4 months
 - c. 6 months
 - d. Annually

11. What is the final step of a “one last chance discussion” with a team member who is struggling with their job?
 - a. Giving them their paycheck.
 - b. Meeting with them the next morning, going over their agreement.
 - c. Firing them a few days later.
 - d. None of the above.

12. Quickly informing your team after a team member is let go is _____.
 - a. a good idea
 - b. a bad idea
 - c. against the law
 - d. none of the above

13. Targeted training is also called the _____eye method.
 - a. Red
 - b. Bulls
 - c. Black
 - d. Human

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14. _____ transform job descriptions into personal mission statements.
- a. Roles
 - b. Goals
 - c. Metrics
 - d. All the above
15. KPI is an acronym for the phrase K_____ P_____ I_____.
- a. Keep Pushing It
 - b. Kindness Practice Installation
 - c. Key Performance Indicator(s)
 - d. Know People Instincts

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