



SPARK TOOLS

THE CONFIDENCE MAINTAINER

**THE 4-STEP PROCESS FOR EXUDING
MORE CONFIDENCE IN THE OFFICE**

The Confidence Maintainer

The Dictionary Definition:

Confidence: self-assurance or a belief in your ability to succeed, belief or trust in somebody or something to act in a proper, trustworthy, or reliable manner

It's only natural that dental patients will not proceed with recommended treatment without trust, belief and confidence in your abilities and professionalism. This trust is a byproduct of the confidence that you have in yourself. Their decision to put, or not put, their well being in your hands is directly related to the confidence that you have. Your confidence is paramount to your success.

Confidence is a key ingredient in your ability to lead your team.

For your team members to have confidence in your talents and abilities to perform successful procedures you must first possess that confidence in yourself. The confidence of leader permeates the team.

Is your confidence beyond your control?

Many people believe so and this is simply not true. Confidence is a byproduct of your environment and activities. I noticed that when I physically exercise, I become more confident. That discovery led me to explore other activities that increased my confidence. I began to compose a mental list of such activities. I soon committed that mental list to paper. I only put items on the list that were under my control. I learned that by controlling my environment and activities with items on my list I could influence my confidence level.

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You've heard of the expression, "Plan your work and work your plan."

The process now becomes a simple procedure of scheduling items from your Confidence Maintenance List into your weekly activity list. Having a few of these activities in your normal weekly activities will help maintain your confidence level.

Develop the habit each day of noticing your own confidence level.

Place sticky notes on the mirror at home if need be. You will know immediately when mirror corrective measures need your attention. If your confidence level has dropped a bit simply refer to your booster list and add a confidence booster activity to your day.

Now turn the page to your "Confidence Maintenance Exercise".

Simply, list the changes that make you feel confident. A few examples have been provided to assist you in getting started. It is important that you be honest with yourself, avoid judging your answers, let the truth flow.

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Step #1: List at least 20 things that make you feel more confident:

1.	11.
2.	12.
3.	13.
4.	14.
5.	15.
6.	16.
7.	17.
8.	18.
9.	19.
10.	20.

Here are a few examples to get you started:

- Getting exercise
- Spending time with family
- Reading
- Seating a big dental case
- Losing weight
- Carrying lots of cash
- Writing a letter
- Wearing nice clothes
- Time alone
- Having a clean car
- Visiting the lonely
- Helping someone
- Manicure/pedicure
- Time spent in nature
- Getting recognition
- Wearing new clothes
- Taking/teaching a class
- Flying first class
- Eating right
- Getting hair done
- Going the extra mile
- Forgiving someone
- Prayer
- Rolex
- Donating time, talent, or treasure

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Step #2: Circle the items that you have complete control over and make a list:

By determining which of these things you can control, you can simply build these into your life. Make a list and place it into your planner. Use your planner to schedule them. Make it a priority. You may need two or three things each month, each week, or each day. It doesn't matter how often you need them; it only matters that you are getting what you need.

Use this list when your life goes through phases when things are particularly stressful and challenging.

During these rough times plan to do more of these to keep you charged and full of confidence. If you know you will have to do something that will drain your confidence, plan extra confidence-building activities into your schedule.

Step #3: Make a list of the items that are beyond your control:

Give this list to anyone who is in a support role for you. Give it to friends, family, employees, colleagues, etc. Let them know exactly how they can give a lift when they sense you need one. They will often have greater insight into when you need a pick me up than you do. Give them permission and encouragement to help you in this way.

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Step #4: Lead your team in this exercise:

Have your team do this exercise themselves. When they have completed Step #1, have them share their experiences and feelings. A great deal of bonding can occur when teams share this vulnerability. Then have your team complete Step #2. When they share their Step 2 lists, a very interesting experience will occur. Your team will get a deeper awareness and appreciation for each other. After someone has shared their list, I ask for other team members to comment on how they might use the newfound understanding to help strengthen their teammate. The answers will astound you. I guarantee it.

I know that some people are concerned that they have a team that is already too confident. My experience is that people who come across that way are often compensating for deeper feelings of inadequacy. This exercise gives them a genuine confidence that can eliminate the “overconfident” posturing.

Moving Forward:

At Spark, our job is to eliminate the isolation, confusion, and complexity that comes with running a growing dental enterprise. We've built a high-achiever's peer-to-peer coaching program to provide a structure that brings dental organizations real results.

We focus on gaining mastery over the The Enterprise Value Drivers that will lead you to community, clarity, simplicity, and consistent profitable growth.

Learn more about our process and our quarterly meetings here: www.sparkdentalnetwork.com