

Why Dental Practice Staff Keep Leaving



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And Exactly How to Stop It

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The Exit Interview Rarely Tells You the Truth

Most people who leave do not list the real reason on their way out.

The fuller story lives in conversations that happened months earlier, not in the resignation meeting itself.

By the time someone hands in their notice, the decision was usually made weeks before.

The Conversations That Build Trust

“Why did you let this happen?”

becomes → “What can we learn from this?”

“You should have asked for help sooner.”

becomes → “What do you need from me right now?”

“Just do what I asked.”

becomes → “Help me understand your concern.”

Three Structural Gaps That Push People Out

Unclear Roles

Nobody has written down who owns which decision, so people overstep or hold back.

No Visible Growth Path

Someone who cannot picture where they might be in two years has little reason to stay.

Inconsistent Leadership

A team will forgive a hard Monday. It will not tolerate an unpredictable leader for long.

The DWB Psychological Safety Checklist

A short self-assessment we use with the practice owners we coach, scored out of ten:

“I avoid blame.” “I coach rather than criticise.” “I actively seek different opinions.”

The value is not the score. It is the two lowest-scoring statements — that is usually where the retention leak actually is.

Culture is not set by a mission
statement.

It's set conversation by
conversation.



Where to Start This Week

1

Pick one difficult conversation

Choose the team member it's with, and prepare the reframed version before you have it.

2

Protect one fixed weekly slot

A short one-to-one or huddle that doesn't move when the diary gets busy.

3

Ask, and actually listen

“What do you need from me right now that you're not currently getting?”

Find Where the Leak Actually Is

If you want structured support building this into your practice, book a practice coaching call with DWB.

Book a Practice Coaching Call with DWB

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