

How the Relator Style* HELPS or HINDERS your Success

(Helpful attributes are in GREEN...Hindering attributes are in RED)

* Its Main Value to your practice is to: **Establish Rapport** (so others can trust you)

How relator style *thinking* makes you react—the Relator Style's Attributes:

Its *people-oriented* (people are more important than tasks) **Purpose** is *to maintain relationships*

Its **Symbiotic Emotion** is: **Sorrow** (whose purpose is *to alert us to disconnection from our connections*)

Its moderate-paced **Sensory Attribute** is: Auditory; I think in the sound of words about people

Its **Motivations** are:

- ☺ Others-directed: I embrace other's beliefs
- ☺ Others-concerned: others needs are crucial
- ☹ Indecisive: I leave decision-making to others

Its **Attitudes** are: amiable, compassionate, considerate, empathetic, patient, sympathetic, tolerant

Important! The relator style is **opposite** to the **Director** style, whose motivations are:

- ☹ Self-directed: I reject other's beliefs if different from mine
- ☹ Self-concerned: only my needs are important
- ☺ Decisive: I make decisions and get results

The director style's opposite Attitudes are: **aggressive, arrogant, controlling, critical, demanding, distant, dominating, faultfinding, independent, persistent, pioneering, temperamental**

Thus, when strong in the relator style and weak in the director style you are doubly strong in the relator style and doubly weak in the director style, because they can't balance each other out.

The Doctor's use of the Relator Style: The doctor's job is to manage and promote the practice and treatment.

The relator style **HELPS** the doctor to do that job by:

- Establishing rapport with the new patient and listen to their concerns
- Empathizing with the team members and patients when there is conflict
- Feeling the love of being with people he/she cares about and who cares about him/her

The relator style **HINDERS** the doctor from doing that job by:

- Making him/her indecisive about matters that must be decided

- This is resolved if the doctor realize that a desired decision not made by him/her is an undesired decision made by someone else
- Making him/her go off schedule because he/she is more people-oriented than task-oriented
 - This is resolved using a “traffic cop” or lighting system in the clinic to keep him/her on schedule

Bottom Line: It is best for the doctor to be *moderate* (not strong or weak) in the relator style. It also helps if the doctor is *moderate* in the opposite director style.

The TC’s use of the Relator Style: The TC’s job is to get patients started in treatment.

The relator style **HELPS** the TC to do that job by:

- Establishing rapport with the new patient and listen to their concerns
- Relating to team members when they have concerns
- Resolving conflict by bringing out all sides of the issue

The relator style **HINDERS** the TC from doing that job by:

- Making her avoid “closing the sale” at the exam for fear of being too pushy:
 - This is resolved by having her realize that the patient wants to start Tx ASAP
- Keeping her from going after her Will-Call-Back patients to getting them started:
 - This is resolved by having her realize that the patient wants to start Tx ASAP, but needs help deciding
- Concentrating on maintaining momentary relationships instead of getting her tasks done
 - This is resolved in time with the experience of doing her tasks on time

Bottom Line: It is best for the TC to be *moderate* (not weak nor too strong) in the relator style. It also helps if the TC is *moderately weak (not too weak)* in the opposite director style.

The Receptionist’s use of the Relator Style: The receptionist’s job is to control the daily schedule.

The relator style **HELPS** the Receptionist to do that job by:

- Establishing rapport with new and established patient callers, making them feel wanted and important
- Allowing patients/family to trust that she is offering the best appointment for them

The relator style **HINDERS** the Receptionist from doing that job by:

- Allowing strong director patients/parents control her by giving them the appointment times they want, which messes up the schedule
 - This is resolved by teaching the receptionist how to give out appointments by only giving them the choice of two
- Listening too much to patients who like to talk and not getting her tasks done
 - This is resolved by teaching her to be aware of the time and how to gracefully quell the conversation

Bottom Line: It is best for the Receptionist to be *strong* (not weak) in the relator style. It is also important that the Receptionist be *moderately weak* in the opposite director style.

The Bookkeeper's use of the Relator Style: The bookkeeper's job is to control the practice's finances.

The relator style **HELPS** the Bookkeeper to do that job by:

- Establishing rapport with guarantors, which allows her to effectively collect on their accounts

The relator style **HINDERS** the Bookkeeper from doing that job by:

- **Not effectively collecting past due accounts for fear of being too pushy or cold**
 - This is resolved by having her realize that she is not doing the guarantor a favor by letting them get their past due total hopelessly high and impossible to pay off
- **Listening to other's problems, losing track of time and not getting her tasks completed**
 - This is resolved by teaching her to be aware of the time and how to gracefully quell the conversation

Bottom Line: It is best for the Bookkeeper to be *moderately* (not weak or strong) in the relator style. It is also important that the Bookkeeper be *moderate* in the opposite director style.

The Dental Assistants' use of the Relator Style: The DA's job is to assist the doctor in the patient's treatment.

The relator style **HELPS** the DA to do that job by:

- Making the patient feel important and cared for
- Establishing rapport with patients so they feel that what she is teaching them is important to their oral health and treatment
- Listening for the patient/family's concerns and addressing them

The relator style **HINDERS** the DA from doing that job by:

- **Listening to patient's problems, losing track of time and not getting her tasks completed**
 - This is resolved by teaching her to be aware of the time and to work on her procedures, listening in between
- **Not being firm enough to force the patient to cooperate in their treatment**
 - This is resolved by having her realize that she must be more firm when discussing patient cooperation

Bottom Line: It is best for the Dental Assistants to be *strong* (not weak) in the relator style. It is also important that the Dental Assistant be *moderate to moderately-weak* in the opposite director style.