

Motivating your team makes good business sense

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members than good communication. If you're having problems, the low-hanging fruit for you may be to just start talking with – not to – your people.

2. Professionalism

This is the aggregation of proper business, ethical and interpersonal behaviour, and it's critical to successful team motivation.

Professionalism fosters pride and team loyalty. Demonstrate your professionalism first and then help your team achieve and value their own professionalism. And don't forget to recognise their progress.

3. Management style

Check yours. Are you a leader or a driver? Managers who are drivers disregard others, consume people as a means to their end,



and are identified by high staff turnover. Leaders value their people and encourage them to be successful. They can be identified by the double-digit numbers representing how many years their team members have been with them, and the multiple black digits to the left of the decimal on their bottom line.

Lis Hughes explains why it's important to be a 'smart manager'

4. Training and development

Team training pays operational and motivational dividends. It fosters knowledge, which fosters self-confidence, which fosters leadership, which fosters loyalty, which fosters patient loyalty, which fosters your bank account.

How's that for a training straight line to return-on-investment?

5. Recognition

When talking about what your practice has achieved, be sure to manage your pronouns properly. Whenever 'I' can be replaced with 'we', do it. This tiny two-letter pronoun is a powerful verbal high-five that resonates motivational energy throughout your team.

6. Fun

Fun is very motivational. Make sure your practice finds ways to have fun at work. The people I know who are the most successful and the happiest are those who take their work very seriously, but don't take themselves too seriously. **D**

Smart business owners know that there's a direct link between motivating team members and the success of that business. Want a good example of why you should be one of these smart managers?

Let's imagine that your best associate/dental nurse has just resigned. How long will it take to directly and indirectly find, hire, train and get that replacement up to the right level? The answer is: maybe months or years. Scary, huh? Now ask yourself if you could be in jeopardy of losing team members merely because you aren't motivating them.

There are many ways to successfully motivate your team and all of them require owners/managers to focus on the human beings with whom they work, and who desire to find their own success. Consider these six motivational elements.

1. Communication

There's nothing more fundamental to having loyal, productive and engaged team

TO FIND OUT MORE, give me a call on 07968 191816.

PRACTICE ONE - SOUTH EAST

Practice location - this practice is situated within a detached property, set in a primarily residential area.

Practice type - this is a two-surgery, expense sharing, mixed practice being sold to facilitate the owner's retirement. The practice was established 30 years ago and is being sold as freehold.

Practice gross - the gross fee income for this practice is in the region of £550,000, of which 58% is derived from an NHS-GDS contract, and 42% private income. The income has been generated by both principals working five days a week, supported by a full-time nurse/practice manager, two part-time nurses and a full-time receptionist.

Price achieved - a price of £1,097,609 was achieved, which was above the asking price.

Agent's comments - this practice has a fantastic reputation in the local vicinity and despite being outside of the M25 corridor achieved a high level of interest and offers. The practice has been run incredibly well, which is reflected in the high profit it generated. The partners agreed to sell the practice as a whole as they knew it would be more attractive and were quite rightly delighted by the final sale price.

PRACTICE THREE - AVON AND SOMERSET

Practice location - this practice occupies a detached two-storey building on a busy high street, with residential properties in close proximity.

Practice type - this is a three-surgery, mainly private practice, which has been established over 35 years. The existing principal is selling to facilitate a change of career. The practice is being sold as leasehold with a 15-year lease being created.

Practice gross - the gross fee income for this practice is in the region of £500,000, of which 85% from private income and an NHS-GDS contract, which makes up 15% of the turnover. The income has been generated from the principal working four days a week, two part time associates working a combined five days a week, and a part-time hygienist working two days a week. They are supported by a full-time practice manager, and four part-time nurses.

Price achieved - a price of £852,000 was achieved, which was in excess of the asking price. The funding for this purchase was sourced by FTA Finance.

Agent's comments - with a net adjusted profit on this practice calculated at 31%, and along with the consistency of the turnover over the past few years proved to be tempting for a number of our associates looking to buy a practice. As the market continues to remain strong we are definitely seeing associates having to widen their search area, in this case the successful buyer is prepared to move his family a considerable distance.

PRACTICE TWO - SURREY

Practice location - this practice is located on the ground floor of a shop-fronted property situated within a parade of shops, with a large free car park nearby and is in close proximity to the town centre.

Practice type - this is a two-surgery fully private practice, which has been established for 10 years. It is being sold as leasehold with 18 years remaining on a 25-year lease, which is held within the Landlord and Tenants Act 1954.

Practice gross - the gross fee income for this practice is in the region of £250,000 per annum. The income has been generated from the principal working two days a week alongside a hygienist working eight days a month. The team is supported by a part-time practice manager, and one part-time nurse.

Price achieved - a price of £310,000 was achieved, which was the asking price.

Agent's comments - this practice is absolutely ready for a new principal with plans to extend the opening hours. The already-established private patient base is robust but there are so many opportunities to develop the practice that it proved to be incredibly popular. We are seeing more and more dentists looking to work solely within the private sector and this was such an opportunity.

PRACTICE FOUR - NORTH WALES

Practice location - this practice occupies a detached two-storey building, the dental practice is on the ground floor with a self-contained flat with a separate entrance. It is being sold as freehold.

Practice type - this is a two-surgery mainly private practice, and the existing principal is selling to enable him to facilitate retirement.

Practice gross - the gross fee income for this practice is in the region of £250,000, 3% is derived from NHS-GDS contract, 75% Denplan and 12% private. The income has been generated from the principal working four days a week, and supported by a full-time receptionist and a full-time nurse.

Price achieved - a price of £505,000 was achieved, which included the freehold. The funding for this practice was sourced by FTA Finance.

Agent's comments - the current principal was selling the practice to facilitate his retirement after setting the practice up as a squat over 35 years ago. He is to stay on for a short while to ensure a smooth transition and the buyer who comes from an NHS background is pleased to have this support whilst he finds his feet.

