

Stress Management Skills From Flowstate – Increasing Process Maturity Part 1

Many dentists report that human resource processes are an area of practice management where they sometimes struggle and experience stress. This area of management requires skills that are very different from the clinical skills of dentistry! Our July and August newsletter articles will focus on issues around the maturity of your staffing processes.

Process Maturity means the development and effectiveness of your practice's processes, typically ranging from Level 1 (Initial/Chaotic) to Level 5 (Optimizing / Continuous Improvement). Process maturity reflects the extent to which processes are documented and standardized, the level of partner/management oversight and control over processes, the use of metrics to track process success and identify areas for improvement, and the practice's adaptability to changing circumstances. You likely have significant process maturity in most of your practice, so are familiar with the benefits.

If at the Initial/Chaotic level, HR processes may be poorly documented, inconsistently done, invented on the spot in response to immediate circumstances, and unpredictable in outcome. Leadership staffing decisions may feel arbitrary or hard to defend, leaders may avoid staffing decisions, and new staff may have greater difficulty becoming integrated. When HR processes are too informal, it can result in stressful inefficiencies, confusion, and interpersonal conflict. Even when all other processes in the practice are very mature and rigorous, many dental practices have some of these initial/chaotic level issues in their HR processes. In next month's article we will describe the initial steps to increase process maturity.

Also, on September 4 at 6 PM, there will be an after-hours workshop on these issues, co- led by Josh Hughes, Employment Law Specialist from Dorsey & Whitney, LLP and Jane Daniel, PhD and Executive Coach, from Flowstate Health. It is important to know the relevant laws, and equally important to strengthen the leadership skills needed to implement more formalized/mature HR processes. See the registration information elsewhere in this newsletter if you are interested!

Want individualized help now? IADAPT is exclusively for Iowa dentists and includes 3 free, confidential coaching/therapy sessions per calendar year. You will be matched with an executive coach for workplace concerns and/or a professional counselor to help with personal issues. Email IADAPT@flowstate.health or text 515-443-1850 to schedule your first session with Flowstate Health.