



## MGE Power Program Executive Seminar

Based on the works of  
L. Ron Hubbard

### ORG BOARD & TEAMBUILDING

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### Organizing Board

- “ 1. A board that shows what functions are done in the organization, the order they are done in, and who is responsible for getting them done.
2. The org board shows the pattern of organizing to obtain a product. A board then is a flow chart of consecutive products brought about by terminals in series. The result of the whole board is a product.”

L. Ron Hubbard

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### Terminal

“A post or terminal is an assigned area of responsibility and action which is supervised by an executive.”

L. Ron Hubbard

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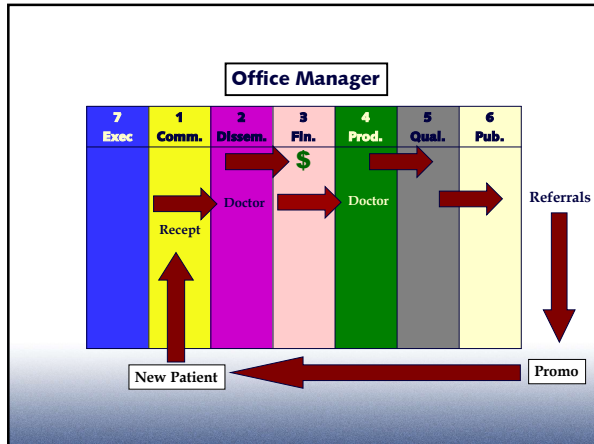
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## DRILL

1. List out any areas of your organization that have recently given you an excessive amount of dev-t.
2. Determine who (if anyone) is responsible for these areas.
3. Now work out what you are doing to handle these areas in accordance with the reference just covered.
4. When done, type "Done" in the chat.

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## DRILL

1. Using a blank org board (available from the downloads page) work out a rudimentary copy of your org board (i.e. who is doing what in your office).
2. Review your org board and see if there are any functions missing or that have not been expressed. List these functions on the org board in their respective area.
3. Now, take another blank dental org board and with what you have learned in the seminar thus far, work out any changes you would make to align lines or flows more efficiently for expansion.
4. If you're watching with someone else, you could work on this drill together.
5. When done, type "Done" in the chat.

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## Team Defined

By L. Ron Hubbard

"A team has a tendency to know what the other team members are doing and thinking and coordinates thereby and therewith. It is people who cooperate one with another to push forward a common purpose and they normally get along great."

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## Team-mate Defined

By L. Ron Hubbard

1. Someone who assists in the overwhelming of the enemy.
2. Fellow members of a group banded together in a common cause, goal, purpose, game or activity."

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## Definition of Income

By L. Ron Hubbard

"What is made by the cooperative coordinated efforts of a group in exchange for their delivered goods or services. Often done by the group beating the head in of guys who goof and insisting on quality hat wearing in the group."

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**The Group Triangle**  
*From the works of L. Ron Hubbard*

People  
Service Funds

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**The Tone Scale**  
By L. Ron Hubbard

“An individual best responds to his own tone band.”

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**The Tone Scale**  
By L. Ron Hubbard

“So far as life is concerned, everything above the 2.0 level is survive and everything below the 2.0 level is succumb. Above the 2.0 level, the organism tends toward life. Below the 2.0 level, the organism tends only toward death.”

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**Past, Present, Future**

By L. Ron Hubbard

“The severely aberrated gives his attention mainly to the past. The neurotic is giving his attention mainly to the immediate present. The acceptable is giving his attention to the future.”

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**Aberrated Defined**

By L. Ron Hubbard

“**ABERRATED:** a departure from rational thought or behavior. From the Latin *aberrare*, to wander from; Latin *ab*, away, *errare*, to wander. The word is also used in its scientific sense. It means departure from a straight line.”

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**Past, Present, Future**

By L. Ron Hubbard

“There is a basic rule that a psychotic person is concerned with the past, a neurotic person is barely able to keep up with the present, and a sane person is concerned with the future.”

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## Avoidance of Work

By L. Ron Hubbard

“The avoidance of work is one of the best indicators of a decayed state on the part of a personality.”

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## Motion\* and the Tone Scale

By L. Ron Hubbard

“Now, I want to show you something about that Tone Scale. It is tolerance to motion, that is all that it is. It’s the whole scale, from top to bottom, it’s simply tolerance of motion. Individual’s ability to tolerate motion places him at once on this Tone Scale and decides his emotional tone.”

\*MOTION: a change of position in space.

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## Formulating a Help Wanted Ad

Points you could have in a help wanted ad:

1. It would be creative and constructive – i.e. uptone.
2. It could indicate that the job or position had a future attached to it (i.e., potential advancement, growth, etc.).
3. It should not *only* stress what is in it for the applicant or what the employer is going to do for the applicant if they were to be hired.
4. It would be worded in such a way to indicate that the job would require handling motion.

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## Formulating a Help Wanted Ad

Points you could have in a help wanted ad, continued:

5. It should include what the job is, what the duties are, if it is full time/part time, where office is located, etc.
6. What level of experience required.
7. It should indicate if travel is required.
8. Salary, compensation, benefits, if you so choose.

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## DRILL

1. An ad for a position you are currently looking to fill (If you have no position to fill right now, write an ad for the next position you will be looking to fill in the future).
2. If you're watching the seminar with someone else, you could work on this drill together.
3. When done, type "Done" in the chat.

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## Expanding Your Reach!

Hiring in the post COVID-19 world has become a little more of a challenge - especially for technical staff!

With that in mind, if you don't have an adequate number of candidates for open positions, you may also wish to:

1. **Advertising:** Advertise in **more** places (i.e. listings on multiple sites),
2. **Your Patients, Friends & Acquaintances:** With more people unemployed, potential personnel "pools" are deeper than they have been in quite some time!

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## Expanding Your Reach!

2. **(Continued):** You may find a patient you'd like to hire – or your patient may know of someone, possibly a friend or acquaintance. Maybe there's someone who used to work at a retail store you visit. Chances are you and members of your team know SOMEONE who would be a good fit for your office. Ask around and post a sign at your front desk that you're hiring – you'd be surprised at what you might find!

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## Expanding Your Reach!

3. **Marketing:** Remember advertising for employees is MARKETING. Approach it as such! Just like you wouldn't leave the schedule empty without taking action – you shouldn't leave a needed position unfilled!

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## "Two-Minute Psychometry"

By L. Ron Hubbard

**Psychometry:** Tests and processes aimed at the measurement of mental traits and abilities.

1. Announce something creative and constructive and see whether the person responds in kind.
2. Give forth some casual conversation, perhaps about sports, and see if the person responds to that.
3. If still no response, start talking antagonistically about things about which the person knows (but not, of course, about the person) to see if he achieves a response at this point."

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## "Two-Minute Psychometry" Continued

By L. Ron Hubbard

4. Give forth with a sentence or two of anger against some condition.
5. Indulge in a small amount of discreditable gossip and see if there is any response to that.
6. If this does not work, then dredge up some statements of hopelessness and misery.

Somewhere in this range the person will agree with the type of conversation that is being offered, that is, he will respond to it in kind."

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## Product Defined

By L. Ron Hubbard

"**PRODUCT:** 1. a completed thing that has exchange value within or outside the activity. 2. a product is a finished high quality service or article, in the hands of the being or group it serves, as an exchange for a valuable. That's a product."

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## Product Examples

Some examples of a **product**:

- a. **Receptionist** - A properly routed phone call.
- b. **Scheduling Coordinator** - A patient who shows up on time for their appointment for the correct amount of time.
- c. **Collections Person** - All funds collected for services rendered.
- d. **Cook** - A dinner that tastes good and is worth paying for.

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### Sample Questions to Determine Production Record

- a. **Front-desk person:** How many people would you schedule per day for an appointment? What was your percentage of appointments kept? How many patients would you check out in a day?
- b. **Collections:** What was your collection percentage? What was your collections volume?
- c. **Assistant:** How many procedures did you assist for in a day? What part of these procedures were you responsible for doing?

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### Sample Questions to Determine Production Record

- d. **A student:** Grades, projects they were responsible for. Awards they won.
- e. **A salesperson:** How much did you sell on an average week/month/quarter? You can also have them compare this with their colleagues in the same firm; for example: With your sales volume how many people sold more/less or where did you rank amongst salespeople in your firm?

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### Additional Points

Based on the works of L. Ron Hubbard

- A. The person seems eager to contribute, has contributed to the groups he/she has been a part of in the past and does not display any indicators that they would avoid work.
- B. They can survive financially on what the job pays, or they do not have financial issues that would pull them off post or out of the organization.
- C. The person appears clean and presentable.
- D. The applicant's conversation is sequitur.
- E. The person has ambition, wants to succeed and advance themselves in their career.

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## Criticism

Based on the works of L. Ron Hubbard

What about the applicant who is extremely critical of their last employer? What could this mean?

Mr. Hubbard explains in the following quotes:

“When a person has committed an overt act and then withholds it, he or she usually employs the social mechanism of *justification*. By ‘justification’ we mean explaining how an overt act was not really an overt act.”

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## Overt Act Defined

By L. Ron Hubbard

- “1. An intentionally committed harmful act committed in an effort to resolve a problem.
2. That thing which you do which you aren't willing to have happen to you.”

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## Criticism

Based on the works of L. Ron Hubbard

“In view of these mechanisms, when the burden became too great, man was driven to another mechanism – the effort to lessen the size and pressure of the overt. He or she could only do this by attempting to reduce the size and repute of the person against whom the overt was committed.”

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## Criticism

Based on the works of L. Ron Hubbard

"Hence, when a man or a woman has done an overt act, there usually follows an effort to reduce the goodness or importance of the target of the overt. Hence, the husband who betrays his wife must then state that the wife was no good in some way. Thus, the wife who betrayed her husband had to reduce the husband to reduce the overt. In this light, most criticism is justification of having done an overt."

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## Criticism

Based on the works of L. Ron Hubbard

"This does not say that all things are right and that no criticism anywhere is ever merited. Random, nagging criticism when not borne out in fact is only an effort to reduce the size of the target of the overt so that one can live (he hopes) with the overt. Of course, to criticize unjustly and lower repute is itself an overt act and so this mechanism is not in fact workable."

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## Tone Level 1.1 Traits

By L. Ron Hubbard

**"Persistence on a Given Course at 1.1:**

*Vacillation on any course. Very poor concentration. Flighty.*

**Ability to Handle Responsibility at 1.1:**

*Incapable, capricious, irresponsible."*

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## Interview Points

- a. Review resume/application. Ensure no major out-qualifications (i.e., looking for part time only, wants to be a hygienist but is not a hygienist). Determine any questions you might want to ask prior to meeting them (i.e. erratic or short history of employ, etc.).
- b. Have a controlled (distraction free) interview space and set-up.
- c. Determine tone level.

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## Interview Points Continued

- d. Ensure the person is presentable and their communication is sequitur.
- e. Describe the position you are looking to fill, you may include hours, compensation, etc.
- f. Ask the simple questions you may normally ask about previous jobs, their goals work-wise, check their work history, etc.
- g. Determine if they can PRODUCE. Review what the person's ambitions are.

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## Interview Points Continued

- h. Look out for people who are harshly critical of previous employers.
- i. You may wish to get more data if any job "bouncing" is noted.
- j. Ensure the person fits the basic qualifications for gaining employ in your office.

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## Technical Staff

When interviewing technical staff (assistants and the like) that have prior experience, you may wish to ask some additional questions such as:

What type of procedures they used to assist for, what materials they used (cements and the like) for each procedure and other such questions (i.e., tray set-ups, etc.), to determine their knowledge on the subject.

You may wish to develop a questionnaire with questions like this that would help you to learn more about the applicant.

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## Treatment Philosophy

With any potential staff member you interview, you should discuss the treatment philosophy for your office.

With experienced technical staff applicants, you will be able to get into more detail as there will be a higher level of understanding.

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## Associates

Two key factors to keep in mind during the associate hiring process (in addition to the ones we have covered) are:

1. clinical skill and
2. clinical philosophy.

With an associate doctor, you *usually* face the problem of no personal experience working with *this particular* doctor. If you have worked with him/her before then you are in luck and you know what to expect to some degree.

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## Associates

If you have *not* worked with this doctor, and wish to gain some insight, prior to hiring, you may wish to (as a part of the interview process):

- A. Have the associate review a few of your charts with the TX plan removed but with applicable charting and x-rays. Then have the associate prospect tell you how *they* would treatment plan that patient. From this you might see if their philosophy is in alignment with yours.

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## Associates

- B. To check clinical skill, you may ask for models, examples of previous work, etc.

To be completely certain of clinical skill will ultimately require personal observation. Any time you add a new provider, their work-ethic, ability to relate to patients and most importantly clinical skill should be monitored closely.

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## Summary

- A. Establish a standard interview process for your office based on what you have learned.
- B. Have an employment attorney for consultation in this process. It will eliminate any questions as to what you legally can and cannot discuss with prospective employees.
- C. Have some additional questions, etc. for technical staff.
- D. Don't be "afraid" of hiring the wrong person - focus on hiring the right one!

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## DRILL

1. Review the current interview process/steps in your practice.
2. Decide what you'd like to change or add to this process based on what we've covered this morning.
3. If you're watching the seminar with someone else, you could work on this drill together.
4. When done, type "Done" in the chat.

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## Personnel Requirement

By L. Ron Hubbard

"An organization must be at CAUSE over the environment and public.

Whenever it has gotten into trouble it has slipped to effect.

It is only the negligence or alterations or noncompliance on the part of *certain* persons on staff or in the professional employ of organization (such as attorneys, accountants) that gets the organization in trouble."

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## Personnel Requirement

By L. Ron Hubbard

"The more of these type of people you employ or retain as professionals 'to fill a post' or 'need a lawyer' or for any other reason, the more the org will be at effect.

*These* are the people who get you and your organization in trouble.

Their characteristic is alteration of tech, alteration of policy and noncompliance with tech, policy and orders.

Where these characteristics are spotted in a person hired on staff, they **MUST NOT BE RETAINED ON STAFF** or as a professional contact."

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