



HEALTHY AND WEALTHY

Helping you to achieve healthy and wealthy relationships, career and life



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Top Business Tips: Improve Your Communication Skills and Trust

As I travel around the country, or work with clients around the world on Skype, I notice that one of the most common challenges faced by business owners is disharmony within the team. This can often be a result of poor communication, or lack of trust. In instances of poor communication, I find that non-specific requests, lack of clarity in describing expectations and inadequate listening skills are to blame.

I also recognise that effective learning comes from experience so I have devised a game that can be used in staff meeting situations to explore effective language patterns, listening skills and trust.

Set up: you need a large open space or room around which an obstacle course has been created with a prize for each team to pick up as the obstructions are overcome. Include things like tables to be climbed on and to be jumped off, and cups of teas to be poured, chairs to be stacked or e-mails to be typed and sent.

Your team is divided into pairs and named 'A' and 'B'.

'A' wears a blindfold and 'B' acts as their guide, leading 'A' around the obstacle course. No physical leading or contact is permitted; 'B' may only use their voice to guide 'A'.

The exercise is then repeated so 'A' become 'B' and vice versa.

This exercise can also be done against the clock and with prizes. Give each obstacle a point score dependant on difficulty - the winner is the pair with the highest score.

At the end of the session, debrief to find out about the quality of the verbal communication and listening skills. What did the most successful pair do really well and how did that differ from the least successful pair?

How can this knowledge be incorporated into everyday communications within the team to enable optimal understanding?

If you would like further information on team building skills, coaching and business training and how to improve the effectiveness of your team, contact jane@healthyandwealthy.co.uk or **01296 770462** or visit our website www.healthyandwealthy.co.uk

Advice for Dental Practices: How To Quickly Improve Your Patient Revenues

I have recently been working with a number of practices that have been asking me how they can improve their patient revenues and cash flow. One of the ranges of options that I discuss with them is reactivating dormant clients and treatment plans.

As I travel around, I discover that most, although not all, practices send out routine reminders for recall appointments. Needless to say there is not 100% uptake from patients who contact the practices to make the appointments. I am staggered to discover how many assume that if the patient does not respond they have left the practice and don't contact them again.

What I have found, with the clients who have established a system (with periodic letters and telephone calls) to follow up patients who don't respond immediately, they have a significantly increased number of patients returning and consequently many more conversations that result in treatment plan conversions.

A frequency of contact that appears to be successful in enticing the patients back to the surgery is:

- A routine reminder when a recall is clinically indicated, six, nine or twelve months
- One month after the recall was due
- Three months after the recall was due
- Six months after the recall was due
- One year after the recall was due
- Eighteen months after the recall was due
- Two years after the recall was due

As you send each letter you should also add special offer vouchers and details of treatments available to attract your patients back.

If you would like to find out how to reach the untapped reservoir of treatment in your existing patients, or if you would like more information on coaching and training programmes for dentists, contact jane@healthyandwealthy.co.uk or **01296 770462** or visit our website www.healthyandwealthy.co.uk

Healthy and Wealthy You: One Way To Disempower Your 'Gremlin'

Do you have a 'gremlin' on your shoulder, or a negative or critical voice?

If so, what does it say?

Is yours, like most people's, telling you 'You're not good enough,' or 'You will never succeed,' or 'You always fail so why are you trying to do this?'

Let me show you one of the great ways I work with clients to disempower the voice, so that you can achieve.

Spend a few moments noticing the voice and its vocal qualities, as you do so you may also notice that there is an image associated with the voice, if not just imagine there is a picture or face to the voice.

Now change the voice so it speaks with a squeaky or comic sound, something that you can't take seriously, Donald Duck is good. Then give the voice a stutter or other impediment so it can't get the words out. Now make the sound come from a long way away so it is barely audible. Change any of the qualities of the vocal sound so that it becomes funny, ludicrous and weak.

Now work on the image, change the face give it a comic nose, big ears and a floppy hat. Alter the picture in any way you can so that the representation of the voice has absolutely no authority or credibility at all.

Now spend a few moments listening to the changed voice and picture and notice, as you laugh at it, how the inner voice no longer has any power.

If you would like more information on overcoming critical voices, negative self-talk and limiting self beliefs so you can improve your life experience and health, contact jane@healthyandwealthy.co.uk or **01296 770462** or visit our website www.healthyandwealthy.co.uk

NLP Tip of the Month

Neuro-Lingusitic Programming (NLP) is an approach which recognises how your brain (neuro) and your language patterns (linguistic) control your behaviours (programming).

My clients and I have found that understanding how we code information and language is extremely liberating, as we have choices of behaviour and thought, which in turn bring many more opportunities. NLP is underpinned by many presuppositions, which are the guiding principles. They may or may not be true and you don't have to believe them. However, in NLP we like to presuppose that they are true and are curious as to what happens in any situation if they hold to be true.

In this series of newsletters I will be introducing the NLP presuppositions in turn.

6. You are doing the best you can, and you probably could do better.

In NLP we recognise that at any point in time a person is making the best decisions they know how to. The choices and actions they take may seem self destructive, bizarre or inappropriate to someone else, but in that moment with the information they have they are making their very best choice. If a person has more resources, understanding or is able to look at the situation from another perspective they are likely to make better-informed decisions in the future.

Take a moment and recall a situation in which you acted or responded inappropriately. Firstly accept that in that moment you were doing the best you were able to do. Then look at the situation from the viewpoint of an outsider and consider:

- What else was going on that you had not noticed?
- What outcome were you hoping to achieve and how else could you achieve it?
- What resources did you need at that moment that would have enabled you to act differently?
- Where can you learn, develop or access these skills for future use?
- What will you do differently next time and what will the consequence be?

If you would like more information on NLP coaching and training programmes, contact jane@healthyandwealthy.co.uk or **01296 770462** or visit our website www.healthyandwealthy.co.uk

Courses and Workshops

What clients have said so far:

"It is invaluable if you want to succeed in business"

"The investment was well worth the team attending"

"Excellent method, delivery and presentation"

"An excellent introductory lecture full of relevant and practical advice"

"You should go, it's an eye opener"

Surviving and Thriving in the Credit Crunch™ 2 hour Introductory Programme

This introductory seminar that will give you and your team an insight into things that you can implement immediately to ensure your practices remain busy and prosperous during an economic downturn.

Date: Wednesday 10th June 2009, from 6:30pm

Venue: Cedar House Training Centre, Marlow, Bucks SL7 1DQ

CPD: 2.0 Hours Verifiable CPD

There are a limited number of complimentary places available for this seminar. Book now to avoid disappointment.

Usual investment for each seminar: £37.00 pp in advance / £47.00 pp on the door.

Offers available:

Up to £1000 may be eligible to be offset against Train to Gain leadership and management grant.

Book 4 places, get 5th free

Healthy and Wealthy Foundations™

This programme is a combination of coaching and training for business owners who have realised that they are not as successful as they want to be, or have realised that they know about the service they offer and not how to run a business. This programme will show clients essential strategies they must follow to create the successful business of their dreams. Areas that will be covered include:

- Creating a compelling vision
- Effective and efficient time management
- Complete financial control
- Consistently reproducible world-class customer service
- Excellent and harmonious teamwork
- Ethical, effortless and efficient selling skills
- Impressive, effective and inexpensive marketing
- Fully functional formulas
- Inspirational leadership
- Work-life balance

Dates:

- Friday 3rd July
- Friday 7th August
- Friday 4th September
- Friday 2nd October
- Friday 6th November
- Friday 4th December
- Friday 8th January 2010
- Friday 5th February 2010
- Friday 5th March 2010

Location:

Cedar House Training Centre, Marlow, Bucks SL7 1DQ

Investment:

Training days only £347 per month

Training and coaching £497 per month

Offers available:

- Up to £1000 may be eligible to be offset against Train to Gain leadership and management grant
- Book 4 places, get 5th free
- For businesses signed up to the full **Healthy and Wealthy Foundations™**, you will receive a 20% discount on all other Healthy and Wealthy services, including **Healthy and Wealthy Foundations for Your Team™**

Healthy and Wealthy Foundations for Your Team™

This programme is designed for the teams whose business owners are participating in Healthy and Wealthy Foundations, so they understand why changes are being made and become part of creating a successful business.

This programme will assist clients in:

The rapid implementation of successful strategies;

Involve the staff in the implementation, increasing their job satisfaction and reducing business owners work load;

Creating a business which is efficient, successful and the whole team is working harmoniously.

Dates:

- Friday 17th July 2009
- Friday 25th September 2009
- Friday 27th November 2009
- Friday 29th January 2010
- Friday 26th March 2010

Location: Cedar Lodge Training Centre, Marlow, Bucks SL7 1DQ

Investment: Training days only £197 per month

Offers available:

- Up to £1000 may be eligible to be offset against Train to Gain leadership and management grant
- Book 4 places get 5th free
- For businesses signed up to the full Healthy and Wealthy Foundations™, will receive a 20% discount on Healthy and Wealthy Foundations for Your Team™

Other Healthy and Wealthy training programmes include:

- Introduction to NLP
- NLP Practitioner training
- NLP Practitioner training for healthcare professionals
- NLP Master Practitioner training

- NLP Master Practitioner training for healthcare professionals
- Advanced communication skills
- Advanced communication skills for healthcare professionals
- Increased sales for healthcare providers using NLP™
- Organising your appointment book to generate more fees
- Introduction to coaching skills for business owners

For further details on all courses and workshops, contact us on **01296 770462**, or at jane@healthyandwealthy.co.uk or go to www.healthyandwealthy.co.uk

Special Offers

Healthy and Wealthy Foundations™

This programme is a combination of coaching and training for business owners and senior managers, who have realised that they are not as successful as they want to be, or have realised that they know about the service they offer and not how to run a business. This programme will show clients essential strategies they must follow to create the successful business of their dreams.

Book before 30th June and get second place half price.

To book your place and get your discount contact jane@healthyandwealthy.co.uk or 01296 770462



Practice Manager, Jyoti Soneji, being awarded with her prize of a Bronze coaching programme valued £750.00 at my event **Surviving and Thriving in the Credit Crunch™** 3rd June

Win a Coaching and Training Package Valued £750!

I am interested in what you are experiencing as your biggest challenges in business at the moment. In return for you completing a short questionnaire, I will put your name into a prize draw and the winner will receive a FREE **Healthy and Wealthy Bronze** coaching or training package, valued at £750!

Please answer the questions below and return them to me before Friday 31 July 2009. The winner will be announced in the September edition of **News from Healthy and Wealthy**.

What are your three biggest challenges in business?

What impact are these challenges having on you, your business, your staff and family?

If you do not manage to overcome these challenges, what are the long term consequences?

On a scale of 0-10 (0 = not at all important 10 = imperative) how important is it that you overcome your current challenges?

Thank you for your help, your name will be entered into the prize draw.

Product Of The Month

Following an unprecedented amount of interest from clients, this month's product of the month is

Surviving and Thriving in the Credit Crunch™

This is ideal for you if you have:

- Noticed your appointment and order books becoming gappy or are worried they are going to
- Noticed that your average client spend has gone down, or you are worried that it will
- Noticed that clients are putting off their purchases

This introductory seminar will give you and your team an insight into things that you can do immediately to ensure your practices remain busy and prosperous during an economic downturn.

Surviving and Thriving in the Credit Crunch™ can be delivered as a half-day seminar or full-day workshop.

If you would like more information on our product of the month and coaching and training programmes, contact jane@healthyandwealthy.co.uk or **01296 770462** or visit our website www.healthyandwealthy.co.uk

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