

# TTG DENTAL PRACTICE CASE STUDY

## Background

A family-owned dental office with approximately 15 employees offering comprehensive dental care.

## Client Challenge

Employee morale and engagement were low due to lack of structured performance reviews, unclear career development opportunities, and inconsistent communication between management and staff.

## TTG's Solution

- **Introduced Quarterly Performance & Salary Reviews** - to foster a culture of continuous improvement, quarterly performance and salary reviews were established to provide employees with regular, constructive feedback.
- **Proposed Tailored Training Sessions for Clinical & Administrative Teams** - recognizing the unique needs of both clinical and administrative teams, tailored training programs were designed to enhance the skills required for each group.
- **Implemented an Anonymous Feedback System** - to create a transparent and open communication channel, an anonymous feedback system was introduced, allowing employees to express their thoughts and concerns without fear of retaliation.

## Results

- **Employee Satisfaction Scores Increased by 35% Within Six Months** - employees reported feeling more valued and supported in their roles, with clearer career development paths and opportunities for growth. The increase in satisfaction not only enhanced individual morale but also contributed to a more positive and cohesive work environment, aligning with the company's overall goals.
- **Productivity Improved, with Patient Scheduling Errors Decreasing by 20%** - the administrative staff, equipped with enhanced skills in scheduling and customer service, were able to handle patient appointments more effectively, resulting in fewer scheduling conflicts and improved patient satisfaction.
- **Enhanced Team Collaboration and Reduced Turnover by 15%** - as communication improved employees were more engaged and invested in their roles, leading to stronger team dynamics, less burnout, and greater loyalty to the organization.