

What's Your KOLBE™?

One of the biggest challenges to any clinician and small business owner is the blending of individuals together to make a team.

These are the same challenges that can afflict larger businesses and corporations too.

- *Do you recruit people then find they aren't quite what you thought?*
- *Are you beset with problems retaining staff?*
- *Do have difficulties integrating the individuals into a team?*
- *Is your hygienist outside the wire?*
- *Do your associates fail to embrace your vision for the future?*

The KOLBE Wisdom™

- Identifies the striving instincts that drive natural behaviours.
- Focuses on the strengths of your team.

The KOLBE A Index is a 36-question survey that reveals the individual mix of striving instincts; it measures individual energies in:

- Fact Finder – Gathering and sharing of information.
- Follow through – Sorting and Storing Information.
- Quick Start – Dealing with risk and uncertainty.
- Implementation – Handling space and intangibles.

The results are a series of 'scores'. Mine for instance is 6/3/8/3, this isn't the place to give full analysis, my PA's is 8/8/1/4 which means we work together well.

Hence the question: **What's your KOLBE?**

Some background. Kathy Kolbe is a well-known and highly honoured author and theorist who has been working in the field of human behaviour for nearly 40 years. From her scientific studies of learning differences between children she devised The Kolbe Wisdom™, which has been used by such businesses as Kodak, IBM and Xerox and many others around the world. It is now available to be used with smaller teams.

The Kolbe Wisdom™ is based on the concept that creative instincts are the source of the mental energy that drives people to take specific actions. This mental drive is separate and distinct from passive feelings and thoughts. Creative instincts are manifested in an innate pattern (*modus operandi*, or MO) that determines each person's best efforts.

These conative or instinctive traits are what make us get things done. They should be differentiated from the cognitive (knowledge) or the affective (feelings). As Kathy Kolbe has written, "The conative is the clincher in the decision making hierarchy. Intelligence helps you determine a wise choice, emotions dictate what you'd like to buy, but until the conative kicks in, you don't make a deal – you don't put your money where your mouth is."

Conation doesn't define what you can or can't do, rather what you will and won't do.

A person's MO is quantifiable and observable, yet functions at the subconscious level. MOs vary across the general population with no gender, age or racial bias.

An individual's MO governs actions, reactions and interactions. The MO also determines a person's use of time and his or her natural form of communication. Exercising control over this mental resource gives people the freedom to be their authentic selves.

Any interference with the use of this energy reduces a person's effectiveness and the joy of accomplishment. Stress inevitably results from the prolonged disruption of the flow of this energy. Others can nurture this natural ability but block it by attempting to alter it.

Individual performance can be predicted with great accuracy by comparing instinctive realities, self-expectations and requirements. It will fluctuate based on the appropriateness of expectations and requirements.

When groups of people with the right mix of MOs function interactively, the combined mental energy produces synergy. Such a team can perform at a higher level than is possible for the same group functioning independently.

Team performance is accurately predicted by a set of algorithms that determine the appropriate balance and make up of MOs.

Leaders can optimise individual and group performance by:

- Giving people the freedom to be themselves.
- Assigning jobs suited to individual strengths.
- Building synergistic teams.
- Reducing obstacles that cause debilitating stress.
- Rewarding committed use of instinctive energy.
- Allowing for the appropriate use of time.
- Communicating in ways that trigger the effective use of the natural, universal and unbiased energy of creative instincts.

Any (dental) team is as good as:

- The conative fit each individual has with his or her individual role.
- The members are, in accurately predicting the differences between each other.
- The management of the team is, in using the talent available.

In dentistry the use of Kolbe does not only help build the right teams. When the concepts are understood and applied to clinical situations or ones of patient choice and treatment planning then resistance can be handled and the correct way of presentation used.

There are only three fully trained and accredited KOLBE Consultants in the UK.

There is only one experienced in working with Dentists and their teams.

If you would like to find out more about using these fantastic tools in your practice or if you would be interested in a presentation to your study group or society contact Alun at alun@dentalbusinesspartners.co.uk or on 07778148583.