

## TIP SHEET

# How to Introduce AI to Your Dental Team **With Confidence**

If you're thinking about adding AI to your dental office, there's one thing that matters just as much as the tech itself: **getting your team on board.**

Change is hard, especially when it involves AI, a word that can spark everything from excitement to hesitancy. And it's your job to get your team curious and excited to embrace it at work.

Use these tips to introduce AI to your team so that it helps them keep an open mind and sets everyone up for success, whether you're still exploring options or have already made a purchase.

## ✓ Start with the "Why"

Lead with why your practice needs AI. Highlight some of the challenges your practice is facing, what's the impact, how AI can help, and what will happen when it is part of your team.

Make it clear that AI is there to empower, not replace them.

**Example:** Managing our schedule takes up a big chunk of the day. Between phone calls, text messages, and website requests, we're constantly switching channels just to book or reschedule a single appointment. Each follow-up creates more small tasks and back-and-forth with patients. And it adds up fast.

With AI, that entire process becomes easier. It can handle the conversation with the patient, offer appointment times, reschedule when needed, and answer common questions without tying up your team. All you have to do is review and approve.



## ✓ Be Honest About the Change

Acknowledge that adding new tech requires a learning curve. Reassure your team that they'll get the training and support they need, and that hiccups are normal.

*\*Be specific about the training they'll receive, the timelines for implementing it, and the documentation so the transition is as painless as possible.*

## ✓ Validate All Feelings and Concerns

Let's say you have some team members that are hesitant. Be curious and find out why they feel that way. Ask open ended questions so you can see where they're coming from.

*\*If someone is doing their job well and can keep up with the workload, then it doesn't matter when they use AI or not. Their views can evolve though. In the meantime, meet them where they are if they aren't fully ready to use it.*

### ✓ Assign an AI Champion

If you have a team member who's enthusiastic about AI, then give them the opportunity to let them become the expert on that tool. They can become the go-to resource for questions and help with implementing it.

AI doesn't have to be intimidating with the right approach. Introduce it with empathy and intention, and your team will come on board. Before long, they won't be able to imagine their workdays without it.

### ✓ Collect Feedback Early and Often

Use the feedback to help you choose a tool that will work for your team. And even after it's implemented, set regular check-ins to hear what's working and what's not. Act on the feedback so your team knows they're being heard.

*\*People are more likely to embrace change when they feel like they have a say in how it's implemented.*

