

Casual Conversation Starters for Administrators

Scheduling & Cancellations

- How do you usually handle last-minute cancellations or no-shows?
- Do you ever feel like you're constantly trying to fill gaps in the schedule?
- What's the biggest challenge with keeping your schedule full and patients booked?

Recall & Follow-Up

- How do you keep track of patients who need recalls or follow-ups?
- Are there any parts of the follow-up process that take up more time than you'd like?
- Do you ever feel like patients slip through the cracks despite your efforts?

Workflow & Overwhelm

- It seems like there's always a million things going on in the office—what's the part of your day that feels the most chaotic?
- If you could automate or get help with one task tomorrow, what would it be?
- How do you balance all the small administrative tasks with everything else that comes up?

Pain Point Validation

- Do you find that some tasks keep piling up because there's just not enough time in the day?
- Which part of the front-office workflow makes you wish there was an easier way to handle it?
- If you had a magic wand for one repetitive task, which one would you pick?

Casual Conversation Starters for Office Managers

Team Motivation & Staffing

- How's your team feeling these days—any areas where motivation feels a bit low?
- Do you find it challenging to keep everyone aligned and on track?
- What's the hardest part about managing staffing and coverage for your team?

Performance Tracking

- How do you usually track your team's performance or daily productivity?
- Are there any tasks you wish were easier to monitor or measure?
- Do you ever feel like you're spending more time putting out fires than tracking results?

Balancing Demands

- It must be tricky balancing the needs of the admins and the dentists—what takes up most of your time?
- “Which part of your day feels like it pulls you in a hundred different directions?”
- “If you had a bit more visibility into what's going on day-to-day, which area would be most helpful?”

Pain Point Validation

- Are there recurring challenges that feel like they never go away?
- If you could simplify one aspect of running the office tomorrow, what would it be?
- When you think about growing the practice, which internal bottlenecks slow things down the most?

Casual Conversation Starters for Owners/Dentists

Patient Care & Experience

- How do you feel the patient experience is going day-to-day?
- Are there any areas where you wish your team could provide even smoother service?
- Do you ever feel like patient follow-ups or recalls aren't happening as consistently as they should?

Team Efficiency & Satisfaction

- How's the team doing—are there any areas where they could use more support or structure?
- What's the biggest challenge in keeping your team motivated and on track?
- Do you feel confident that your staff are operating as efficiently as possible?

Practice Growth & Profitability

- Are there any areas where you think the practice could be growing faster?
- What's one part of running the business that feels like it slows growth or revenue?
- How do you currently monitor and ensure that patients aren't slipping through the cracks?

Pain Point Validation

- Are there recurring issues that prevent you from focusing on growth or patient care?
- If one part of the office ran flawlessly, which part would make the biggest difference for your practice?
- Where do you see opportunities for improvement that would have an immediate impact on profitability or efficiency?

Casual Conversation Starters for Hygienists/Dental Assistants

Chairside Downtime

- How often are you experiencing downtime in your chairs?
- What's the most frustrating part about small gaps in your schedule?

Patient Follow-Up & Scheduling

- Do you notice patients sometimes miss their appointments or don't return on schedule?
- How does the office usually handle last-minute cancellations?
- If there were a way to make sure patients show up or reschedule faster, would that help your day?