

**SCRIPTING EXERCISE**

1. Bring out flip chart, easel and marker
2. Assign staff member to write on flip chart and another to keep notes on paper
3. Gather staff to brainstorm common questions/issues staff deals with frequently. List of common issues included.
4. Prioritize them
5. Divide into teams to develop scripts for your office addressing these issues – how will you speak with parents/patients
6. Gather back together to discuss what each team developed.
7. Using these discussions, write final scripts for the scenarios.
8. Present to owner/doctor for final approval
9. All staff to memorize the script