

092 - Using Improv to Improve Your Communication

[INTRO MUSIC]

This is the Grow My Clinic Podcast by Clinic Mastery where we help you deliver amazing client experiences to grow your clinic.

BEN: Welcome to another episode of the [Grow My Clinic](#) podcast. My name is Ben Lynch. We have a short episode for us today. To begin with, my question for you is this: Does your team ever say that, "I wish I could communicate better. I wish I could talk better or navigate conversations better?"

Whether it's your admin navigating a phone call inquiry and handling it in a timely manner, or handling it in the right manner but they're not really able to give the result, provide the solution to the person over the phone; perhaps it's your practitioner or yourself in a consult where it's starting to flow way past the time allocated for that consultation; or you're getting some [inaudible] questions or you just feel a little bit awkward in the consultation about keeping the flow to it, and keeping the conversation going.

I did this course, and I've recommended it to so many people before, which is called "**Improv.**" It's improvisation. Now, most of us did some form of this in your drama class at school. I used to think why I need to do this. But I found this to be an incredible skill set, not just in general life but especially when you're dealing with patients who are maybe having a challenging time, or who you're just looking to lead a little bit better in your conversations or communication with them.

Whether it's enrolling a patient into their care plan, or dealing with lumps and bumps along that care plan that kind of throws you off course and it's not going according to plan, your ability to improvise and think on your feet is a skill. Yes, some people, perhaps naturally, are more inclined to be better at it, but I would challenge that thought as well and say, during their youth or growing up, they had, a father, a sibling, or a teacher who was really good at providing an environment where they could improvise and they brought up that skill in them.

So often I hear people say, "I could never do it like that." Well, have you really tried? Have you really tried? Improv is an incredible skill and it's a skill that you can practice. Now, these sort of classes are often hosted locally in your community and they're cheap as chips. They're cheap! They're like five to ten bucks a session.

Usually, you do a course of 6-8 weeks. You go, you just do these classes and it's just your practice. No theory, you just do it. I would strongly suggest that you and your team do it. It's an incredibly great team bonding exercise. If you're able to do it, do it as a team and you'll just see not only the communication between your team members really transform, but also your communication with your patients as well.

It's a skill. Let me leave you on that note. Improvisation, your ability to think on your feet on what might be seemingly witty, is a skill set. It's practicing in the right environment, and improv is a great way to do it. So go check it out. Just Google in your local community. Perhaps there's a theater that does these classes for you.

Just do an intro session. I did it. I was incredibly fruitful. So give that a go and let us know how you'd go. We'd love to hear how things have transformed for you because communication is the bulk of what we do, whether you're an admin or you're a practitioner.

You have to be able to communicate properly to lead people, to influence people, and to move, change and create transformations in their bodies and in their health. So you better learn this to communicate better. We have talked about this in the past but you need to practice and learn some skills. Don't just hope that it happens; you need to practice.

Try improv. Give that a go. We'd love to know how you do.

This is the Grow My Clinic Podcast by Clinic Mastery where we help you deliver amazing client experiences to grow your clinic.

[OUTRO MUSIC]