



## Smiles in Sync: A Happiness Toolkit for Orthodontic teams

- Preity Bhagia



Personal &  
Professional Growth

A professional portrait of Preity Bhagia, a woman with dark, wavy hair, wearing a white blazer over a black top. She is smiling and has her arms crossed.

## ABOUT PREITY BHAGIA

- ➡ Founder & Lead Consultant, Excel Orthodontic Consulting
- ➡ Over 15 years of hands-on orthodontic experience
- ➡ Achieved 800% growth in practices—from \$800K to \$6M+ in net collections
- ➡ Specializes in team engagement, practice systems, and leadership development
- ➡ Passionate about creating harmonious, stress-free, and productive work environments

Here I am today doing what I love most....  
Sharing knowledge, growing people

# Why **Happiness** Matters

- ➡ High energy, fast-paced environment
- ➡ Number of waking hours spent with our work family outweigh the time we spend with our loved ones often
- ➡ Monday Blues, Running on fumes :(
- ➡ Who pays the price?





# What Makes you Happy?





# What we think will make us happy...

These common themes emerged from our happiness survey responses

**Perfect  
Body**

**More  
Money**

**Awesome  
Stuff**

**Exotic  
Trips**



**Perfect  
Grades**

**Fancy  
Car**

**Big  
Mansion**

**Success  
in Career**

# The Arrival Fallacy

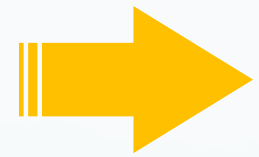
➡ **Happy IF**

➡ **Happy WHEN**

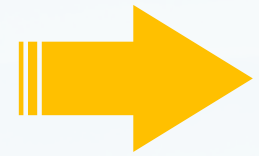




# Journey Satisfaction



**Happy IN**



**Happy WITH**





# The Myth of **More**

Why MORE doesn't actually Make Us Happy



## **Miswanting**

We think success, money, and beauty will bring lasting happiness.



## **Hedonic Adaptation**

We return to stable happiness levels despite major life events.



## **Shifting Reference Points**

Our happiness goalposts continuously reset over time.

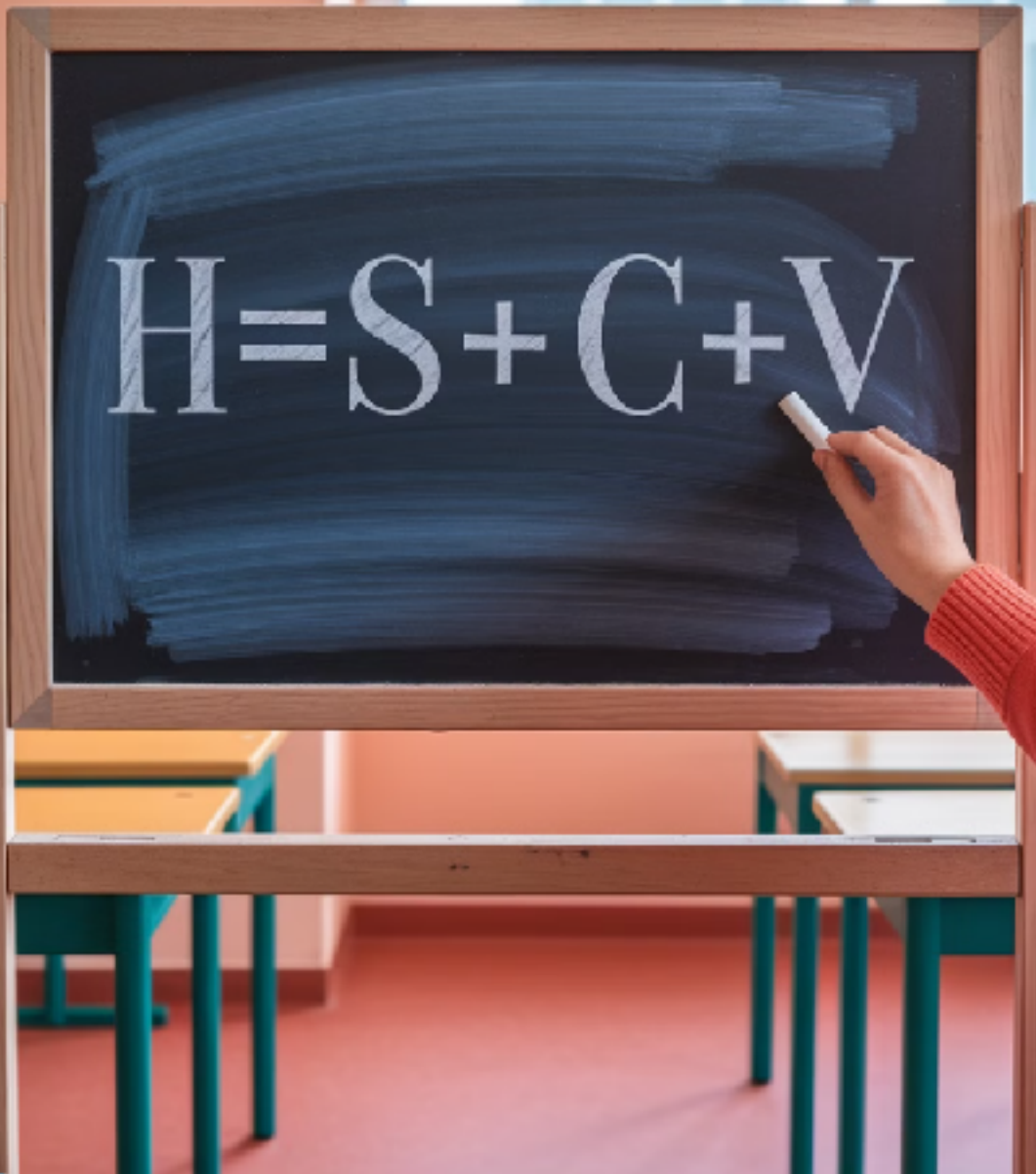


## **Social Comparisons**

Our normal competes with others' curated highlight reels.



# The Formula for Happiness


$$H = S + C + V$$

**50%**

**Set Point(S)**

Genetic predisposition to  
happiness levels

**10%**

**Conditions**

Life circumstances and  
external factors

**40%**

**Voluntary (V)**

Response to external stimulus

Source : "The Happiness Hypothesis" by Jonathan Haidt

# The 4 Ms of Happiness



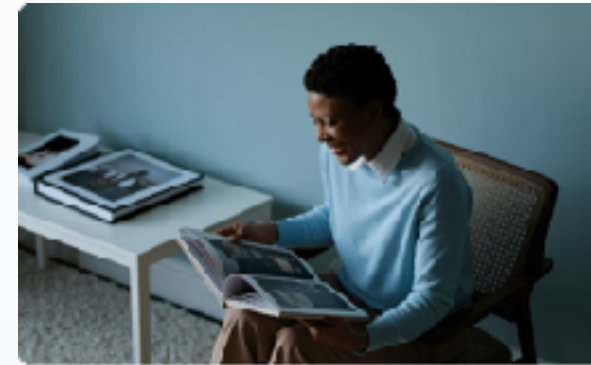
## Mindfulness

Staying in the Present



## Movement & Sleep

Fuel your mind and body



## Mindset

Choosing thoughts that serve you



## Meaningful Connection

Stronger bonds





# The 4 Ms of Happiness

## Mindfulness



# Try Simple Breathing Exercises



Breath Mind is a powerful connection



Increasing oxygen intake with longer inhales and exhales reduces stress, lowers blood pressure and increases serenity





# Meditation



## Increases Grey Matter

Physically changes brain structure for better function.



## Enhances Cognition

Improves focus, memory, and mental clarity.



## Boosts Positive Emotions

Creates more joy and contentment in daily life.



## Strengthens Connections

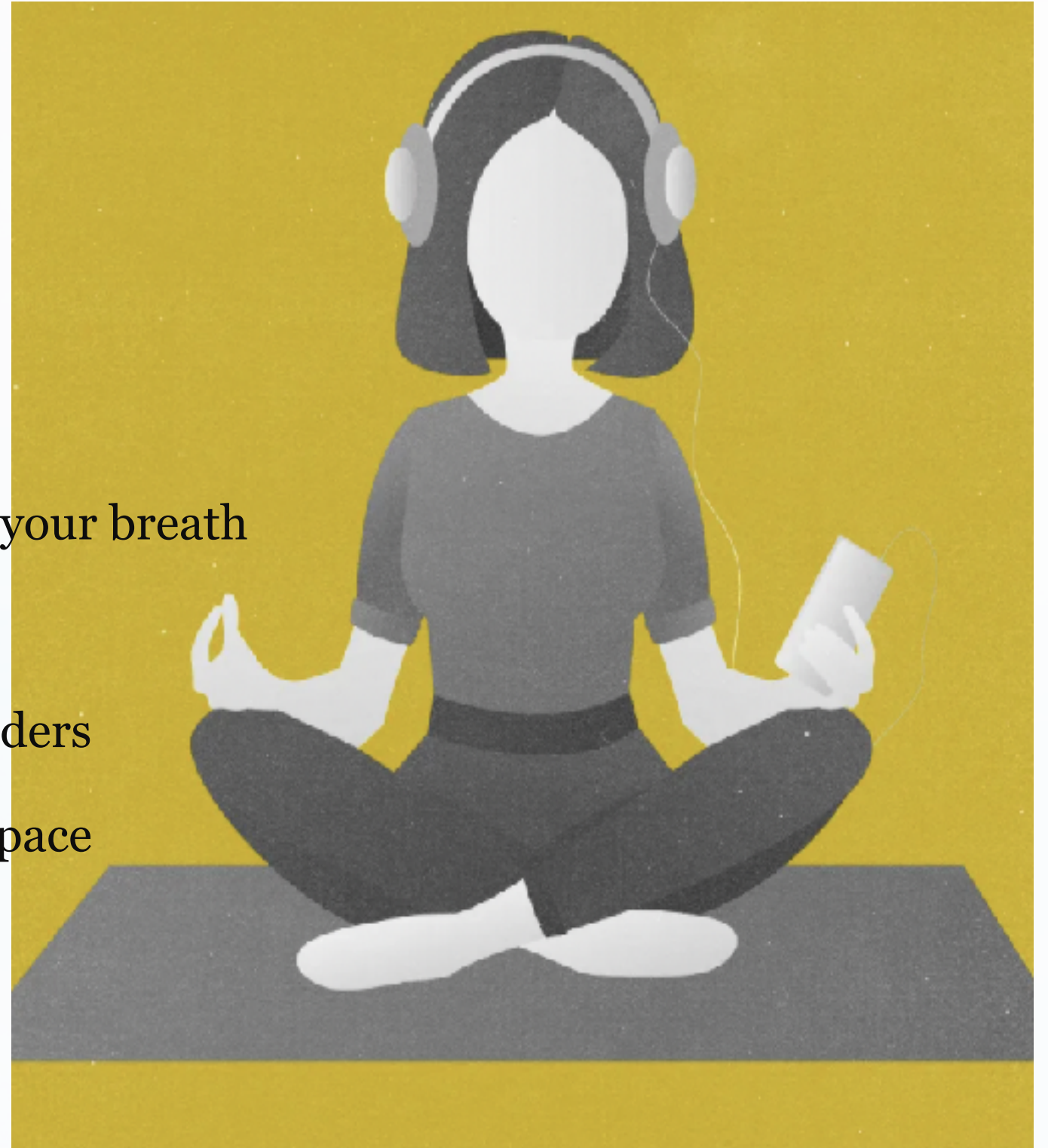
Increases capacity for meaningful social relationships.

Meditation creates a pause between stimulus and response.



# How To Start Meditating

- ➡ Start with just 5-10 mins a day.
- ➡ Choose a quiet space
- ➡ Sit comfortably or lay down and focus on your breath
- ➡ Expect your mind to wander (its normal)
- ➡ Gently bring your focus back when it wanders
- ➡ Try apps like Calm, Insight Timer, Headspace
- ➡ Consistency is Key





# The **4 Ms** of Happiness

## Movement & Sleep





# Movement & Sleep



Movement energizes both body and mind



Quality sleep restores emotional balance

# Movement & Sleep



## Step Challenges

Team Competitions for movement



## Standing Huddles

Active team meeting



## Sleep Hygiene

Consistent schedule, screen free  
winddown



## Hydrate

Prioritize water intake



# The 4 Ms of Happiness

## Mindset





# Power of Thought

*"What we are today comes from our thoughts of yesterday, and our present thoughts build our life of tomorrow; our life is the creation of our mind" - BUDDHA*

## Think It

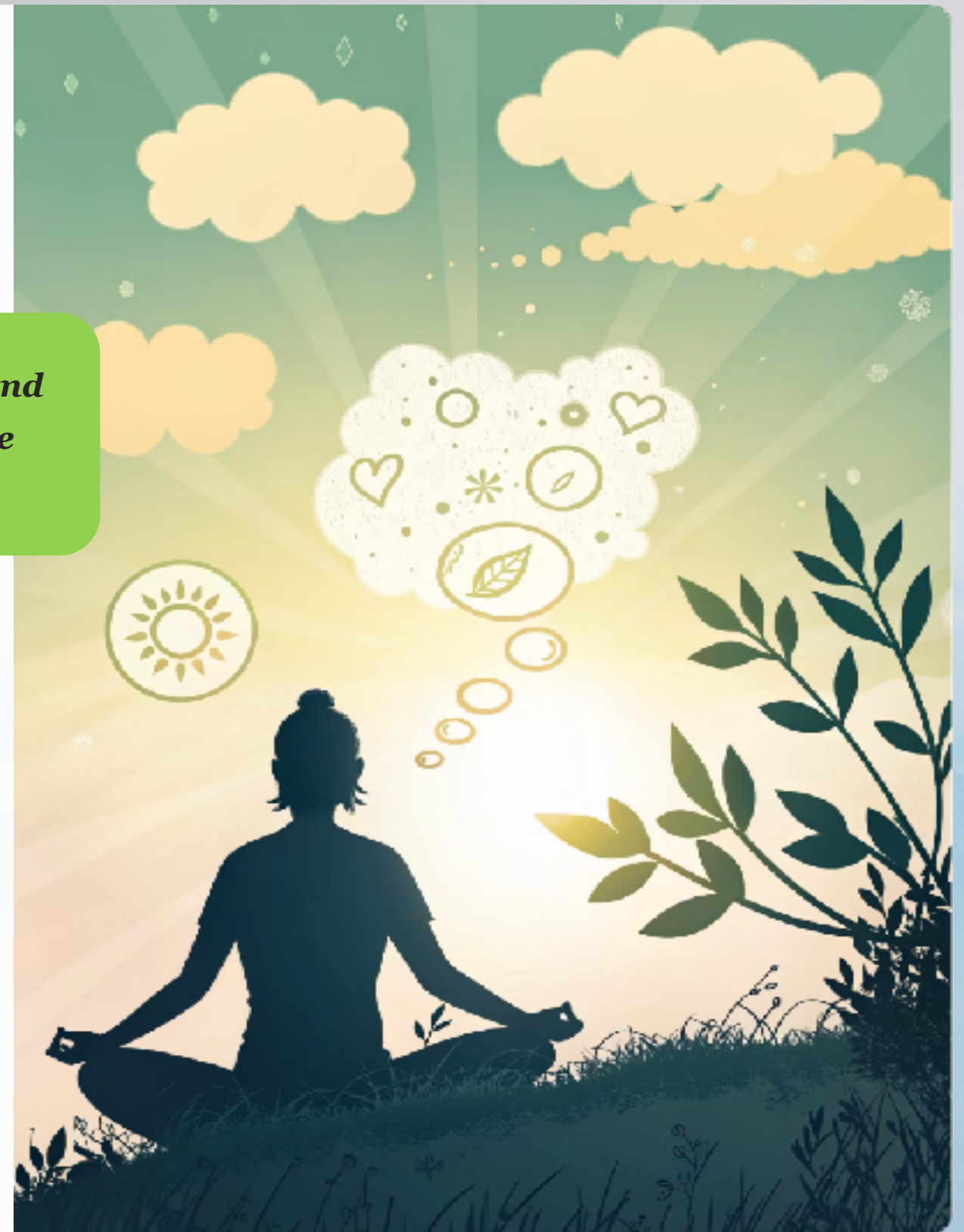
Your thoughts shape your reality.

## Believe It

Your beliefs influence your actions.

## Become It

Your actions determine who you are.



# Happiness Hacks

## Savoring

Like hitting *slow motion* on a moment so your brain can absorb every detail.

## Gratitude

Like cleaning the lens on your glasses—you start to see what's been there all along.

## Negative Visualization

Like looking over the edge of a cliff—not to fall, but to remember how precious the ground under your feet really is.

## Replay Happy memories

Like pressing play on your internal highlight reel—your brain relives the joy, not just remembers it

Experiences vs Stuff

## The 10/10/10 Rule

*Will this matter in 10 minutes? 10 days? 10 years?* This reframes minor frustrations and helps keep emotional reactions in check. It's a mindset reset button in real time.



# Happiness Hacks...in Practice

**“One Good Thing” at Morning Huddle**

**“Win of the Day” Whiteboard**

**Gratitude Jar**

**5-Second Savor Pause**

**“Caught You being kind” Cards**

**“Moments That Made Us Smile” Photo Wall**



# Embrace **Growth**, Not **Perfection**

- ➡ Don't fix blame, Fix the problem
- ➡ Not who messed up but how do we stop it from happening again
- ➡ Identify growth opportunities and support your teammates



**Team Habit: Start meetings with "One thing we learned last week."**



# The 4 Ms of Happiness

## Meaningful Connection



# Meaningful **Connections**

- ➡ Human Connection grounds us
- ➡ Shared Experiences bond us deeper
- ➡ Acts of Kindness - shortcut to feeling good



# Connect **Deeper**



## Monthly Buddy Rotations

Pair team members to check in with each other regularly.



## 5-Minute Joy Check

Ask what someone is looking forward to that day.



## Meaningful Collaboration

Strong relationships predict long-term happiness.





# Learn New Skills Together



TO DO rather than TO HAVE - Experiences always bring more joy than stuff.

# Give Back



## Community Service

Volunteer together at local events or organizations.



## Pro Bono Work

Offer services to those who cannot afford treatment.



## Donation Drives

Collect items or funds for causes your team cares about.





# Engineer a Culture of Positivity



## "Caught You Being Kind" Cards

Recognize and reward spontaneous acts of kindness.



## Monthly "Culture Hero"

Peer-voted recognition for embodying practice values.



## Patient Shout-Outs

Read positive patient feedback aloud at team meetings.



## Systemic Approach

Build positivity into systems, not just words on walls.







# Positivity Ratio

**1:1**

## Negativity Bias

Our brain's natural tendency to focus on negative experiences

**3:1**

## Tipping Point

Minimum ratio of positive to negative experiences for flourishing

**5:1**

## Optimal Ratio

Ideal balance for team performance and wellbeing

Researchers like Barbara Fredrickson and Marcial Losada found this ratio is crucial for human flourishing.



# What About the **Tough Days?**



## **Challenge Arises**

Difficult patient or scheduling issue occurs.



## **Emotional Immunity**

Accept challenges without letting them steal happiness.



## **Antifragility**

Hardship, handled well, builds team strength.



## **Psychological Safety**

Create space for honesty and vulnerability.

**Starting the day right sets the tone for resilience.**





# Design Your Office for **JOY**

## Environment

- ➡ De-clutter spaces
- ➡ Add plants and natural elements
- ➡ Optimize lighting

## Sensory Experience

- ➡ Upbeat or calming music
- ➡ Pleasant scents
- ➡ Freshly baked cookies

## Nourishment

- ➡ Healthy snacks
- ➡ Sparkling water
- ➡ Yogurt / Cheese / Granola



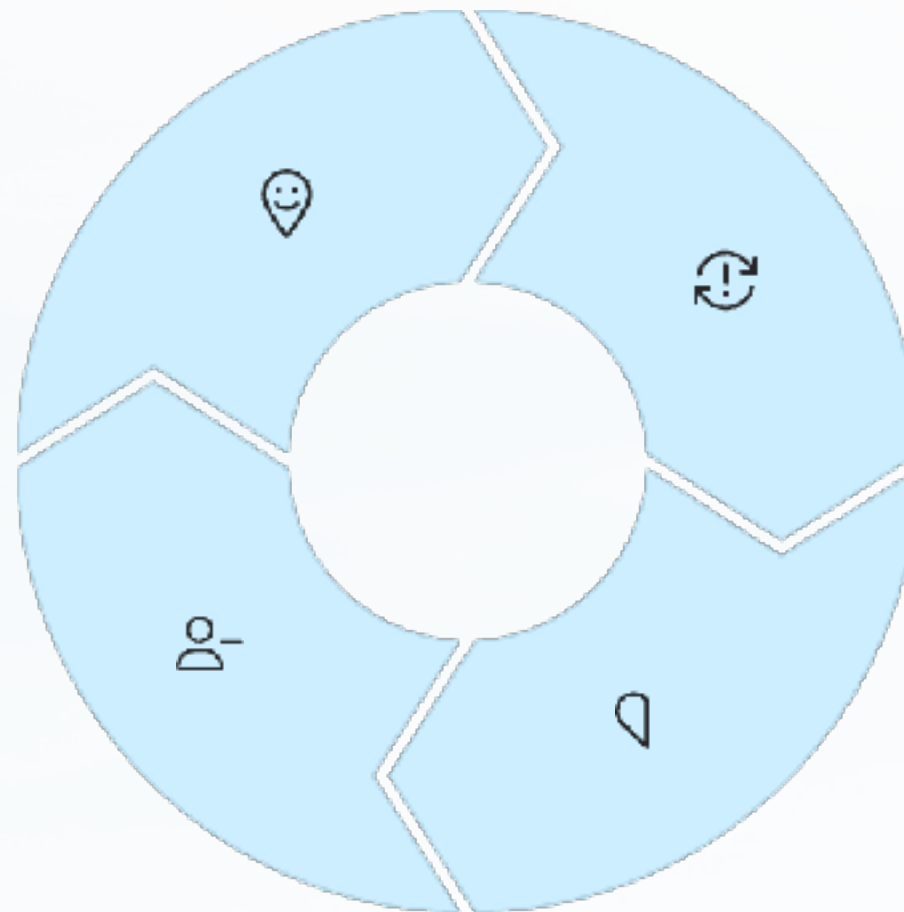
# The **Ripple Effect** – Why This Matters to Patients

## **Happier Teams**

Team wellbeing translates to better patient care.

## **Better Interactions**

Happy teams handle difficult situations with more grace.



## **Mirrored Neurons**

Patients feel and reflect your energy.

## **Patient Loyalty**

Joyful practices build stronger patient relationships.

# Action Plan for **Your Practice**

Start small: pick 2 happiness habits to try for 30 days.

## **Pick One “M” to Focus On**

Mindfulness, Movement, Mindset, or Meaningful Connection.

Choose the one that feels most needed in your practice right now—and build from there.

## **Design One Joyful Moment**

Add one new joyful element to your office: a music playlist, a comfort corner, a patient photo wall—something that sparks smiles.

## **Start a Daily or Weekly Ritual**

Gratitude board, win of the week, 5-minute team check-in—tiny rituals, big culture shifts.

## **Nominate a Positivity Champion**

Rotate weekly or monthly. Their job? Catch people doing things right. Keep joy visible.

# Thank You

Feel free to contact me if you have any questions



**Preity@ExcelOC.com**



**832-618-0652**