**Word Play**

Dr. Jim Parker always said, “Words are powerful!” Use the following list in a team meeting to sharpen your skills at choosing the right words. This is a fun activity to get the whole team congruent with being a Power CA!

1. Staff vs. **Team**
2. Thanks vs. **Thank You** (emphasis on you)
3. X-Ray vs. **Film/Pictures**
4. Crack vs. **Adjust**
5. Waiting Room vs. **Reception Area/Room**
6. Reminder Call vs. **Confirmation Call**
7. Put Down/Set Up vs. **Schedule**
8. No Problem vs. **You’re welcome/My pleasure**
9. Treatment vs. **Care**
10. Thirty dollars vs. **30**
11. No, but... vs. **Yes, and…**
12. Receptionist/Secretary vs. **Chiropractic Assistant/Power CA**
13. Patient vs. **Practice Member**
14. Intake paperwork/forms vs. **Case History**
15. How are You? vs. **Great to see you!**