

## May 5, 2023 Practice Management Seminar



**Lois Banta** is CEO, President and Founder of Healthcare Enterprises, Inc., a company that specializes in all aspects of dental practice retreats and lectures. Lois has over 45 years of dental experience and consults and speaks nationally and internationally. She is the CEO of The Speaking Consulting Network, and a member of several professional organizations.

### Lecture Topics:

## LEADERSHIP MATTERS... PLANNING IS ESSENTIAL

### Course Description:

How to lead, motivate and celebrate managing your practice.

A day in the life of a dentist and manager in a practice is ever changing and has many layers. There are reports to monitor, trends to identify and a multitude of day-to-day fires to put out. And then, there is the challenge of keeping everyone motivated and involved. It can be exhausting. In this course we will identify the potential road blocks to success and design successful strategies for a win/win for the patients, the practice and the team. Preplanning plays an important role in the success of a dental practice, strategic planning, dental retreats and goal seeing... We will find our internal giggle, discuss solutions and empower ourselves to truly make a difference.

### Objectives:

- How to reduce stress!
- How to create a motivated team environment
- Learn the benefits of detailed job descriptions, cross training, each one help one volunteerism
- Understand why written SOPs help reduce confusion
- Create detailed action plans and celebrate successes
- Lead with intention
- Why getting outside the office offers more growth potential...retreats, retreats, retreats.

## CREATING WIN WIN DISCUSSIONS

### Course Description:

High Impact Communication: Words to Use and Words to Lose.

Have you ever felt as though your communication wasn't effective? In this course you will learn failsafe ways to communicate with patients, office team, and each other. Learn the key "do say/don't say" strategies that can result in case acceptance, timely payments, and effective scheduling.

### Objectives:

- Implement effective communication guidelines for scheduling and reducing open time
- Discuss financial arrangements
- Communicate when you collect from patients
- Discuss treatment plans, case acceptance, etc.
- Handle objections
- Manage handoffs from clinical team to administrative team and vice versa
- Turn patient needs into wants at key communication moments

**Will Bowen** is the founder of the Complaint Free® movement with over 12 million followers worldwide. Thousands of companies worldwide have used Will's Complaint Free® Business program to increase productivity, improve communication, and raise morale. He is a humorous motivational speaker, a #1 International best-selling author, and he's the World Authority on Complaining — why people complain, what's wrong complaining, and how to get ourselves and others to stop.



### Lecture Topic:

## G.R.I.P.E. – THE 5 REASONS PEOPLE COMPLAIN & HOW TO GET THEM TO STOP

### Course Description:

In this guide, you'll learn an easy-to-remember-system for understanding why people complain and getting them to stop. Remember the acronym G.R.I.P.E. and the handful of simple comebacks I provide and you'll find yourself living a complaint free life.

It is NOT COMPLAINING to speak directly and only to someone who can resolve the issue you're facing. *Example:* If your computer freezes and you call tech support, you're not complaining. Gripping to other people who cannot improve your situation on how your computer is a piece of junk — that's complaining.

### Objectives:

- Understand the 5 reasons people complain
  - **G**et Attention, **R**emove Responsibility, **I**nspire Envy, **P**ower, **E**xecute Poor Performance
- Learn how to get someone at work to stop complaining
- Identify the type of complaint and how to silence them

**Earn 8  
CE credits!**



**Is your team running in the same lane?  
Get back on track  
join us May 5, 2023**