



INTENTIONAL COMMUNICATION: *Connecting with Clarity, One Conversation at a Time*

Is poor communication leading to low morale, misunderstandings, and missed opportunities?

Conversations shape our relationships and practice culture, and they can build a framework for trust. Learn what you need to know and what you need to do to generate a culture of high performers, enhance the patient experience, and boost both practice profitability and personal joy.

In this course you will discover the systems and strategies that high-performing dental practices utilize to level up. Learn how establishing a strong restorative partnership between dentist and team also strengthens communication and teamwork. Realize the benefits of the internal study club meeting - where your dental team becomes its own study club - to educate and ensure every team member understands why you do what you do and how you communicate between your team and patients. Determine how to generate high-functioning huddles and team meetings. Sharpen your telephone skills with strategies that build rapport, prevent cancellation, and boost the schedule. Refine verbal skills for building and maintaining relationships with patients and referring dental professionals. Explore strategies for unifying and strengthening your team, including a step-by-step method for hiring perfect fit team members.



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Hit the ground running on Monday morning with a deeper understanding and the tools necessary to boost the administrative and clinical systems critical to your thriving practice.

LEARNING OBJECTIVES:

- Discover the game-changing power of restorative partnerships in your practice
- Examine the purpose and structure of the internal study club meeting
- Learn strategies for efficient, effective huddles and team meetings
- Identify critical reports, how often they should be run, and how to apply the data
- Develop enhanced telephone skills including follow-up protocols that add treatment to the schedule
- Explore insurance, billing, and collection strategies which generate a manageable accounts receivable
- Discover an “Express Handoff” and strategies to steer patients into appointments
- Learn a simple method for collecting essential online practice reviews
- Receive checklists and templates for organization and predictability of practice management tasks.
- Detail the steps to find, hire and onboard new team members
- Cultivate a culture of positive transformation, self-directed leadership and enhanced conversational impact

SUGGESTED AUDIENCE:
All Dental Professionals

SUGGESTED FORMAT:
Full or Partial Day; Lecture, Workshop, Keynote