



# 2-DAY WORKSHOP OVERVIEW

BALANCE DRIVEN SUCCESS

SYSTEMS, TEAMS, & TECHNOLOGY

## 2-DAY WORKSHOP OVERVIEW

*With our 2-Day Workshops, we are with you for 3 months.*

### MONTH 1 - 2 Days on site with your team

Day one will be a lot of observation, information gathering, team introductions and data review. We will be anxious to learn about you, your team and your patients. We will want to observe your team with patients in a regularly scheduled day, dig deep into your software, as well as get to know how your office runs. We will jump right in with your team in handling calls, scheduling, observing clinical skills, enhancing verbal skills and ensuring their effectiveness. Prior to visiting your practice, we will want to learn all we can about the business side of your practice. We will login remotely and gather, analyze and create a report of your Key Performance Indicators to discuss with you during our visit.

**During these 2 days we will also be gathering the following information regarding the business of dentistry:**

- » **Systems Analysis:** We will start our process of discovery with a checklist of systems broken down into several categories such as Ownership, Administrative, HR, Business, Clinical and Hygiene. This list will allow all of us to identify which systems you have, which you do not as well as what is working well and what needs enhancement.
- » **Team Analysis:** When possible we will speak and work with individual team members to get a feel for where your cohesiveness and teamwork register.
- » **Technology Analysis:** Are you as efficient as you as possible? While our main focus will not be on your technology, it is an important part of any successful business. We will gather information and report to you any areas of concern.
- » **A Four Hour Team Workshop:** On Day two, our 4 hour team meeting will be fun and educational, preferably in an environment with no patients. This meeting will allow us to bring your entire team together, learn about each other and laugh while learning. We will help the team discover any obstacles that may be present now or could be in your future and how to work through those obstacles as a complete strong team. This time together will also allow us to celebrate your successes.
- » **Verbal Skills & Role-Playing:** How to be more efficient and effective with systems throughout the office.

**A full report of our findings as well as an action list for team members to accomplish.**

## MONTH 2 & 3 - Remote Support

Remote Support: You will have our full support for 2 months following the workshop. We will set up weekly calls with you and a key team member, if you like, as well as provide a report at the end of each conversation with details and action list items. We will also provide you with a monthly KPI (Key Performance Indicators) summary each month.

**Choose from our 5 master workshops or talk to us about customizing one specifically for your team and your needs!**

### SYSTEMS & DISCOVERY DRIVEN WORKSHOP

Attracting, attaining, retaining — It's all in your systems. Everyone needs written instructions to guide them through their careers and their daily lives. We will spend 1.5 days with you to discover what systems you currently have and what systems are missing for the success of you and your team. Systems can include everything from answering the phones to scheduling to finishing up the appointments. We will look at the beginning of the day all the way to the end of the day and help you create a daily routine.

### MISSION VISION & GOALS – A DYNAMIC DRIVEN SUCCESS WORKSHOP

Does your team know your philosophy? Do You? Knowing who you are and where you are going is a key business topic. Is your team on the same page as you? Do they understand your goals and where you are going? We will start by helping you define your goals and your vision. Next, we will work with your team to ensure your vision is understood and clear. Lastly, we will build your mission statement to reflect your philosophy, your business, and your goals.

### CODING & COMMUNICATIONS DRIVEN WORKSHOP

Structure and systems are an important part of any business and dentistry is no exception. We'll evaluate, coach and monitor the key insurance systems that should be in place in any dental practice. We'll spend the day with your team evaluating systems and patient interactions to improve your office's insurance expertise.

We will work with you and your team to help you understand the art of insurance and help everyone master the ease of insurance communication.

### DISC MASTERY WORKSHOP

The DiSC Challenge involves the entire team, from the Office Manager, the front office team to the clinical team and of course the Doctor. Discover why we hear, do, and say the things we all experience each day. Uncover hidden tension in a safe environment.

Have fun with your entire team while learning why we are who we are, and how can we work more efficiently together. And best of all, you will be able to recognize who your patients are and how to communicate more effectively to meet their needs.

### MEET YOUR COACHES



**Bonnie Pugh**



**Laci L. Phillips**



**Adele Reische**



**Heidi Dubois**



#### **About Practice Dynamics**

We fell in love with the dental industry many years ago and believe in our ability to drive success. It is the mission of Practice Dynamics to provide a progressive and modern coaching experience with a focus on systems, teams, and technology. We commit to deliver quality seminars and team meetings with supportive products. Our ultimate goal is to provide balance driven success in a dynamic environment for the clients we serve.

With our team, we provide industry-leading expertise, innovative tools, and a superior effort to solve our clients' most difficult strategic and tactical business challenges.

We develop and deploy leading-edge technical and management tools and services that assure our clients' success. Our first responsibility is to our clients; we will consistently exceed their expectations.