

OFFICE MANAGER COURSE

Scottsdale ARIZONA

April 10, 2020 • Talking Stick Resort

Concurrent to the Dentistry Update



LOIS BANTA
GUEST PRESENTER



ENERGY, POSITIVITY, IMPACT

with guest presenter Lois Banta

With extraordinary insight into the dynamics that make a practice successful, Lois Banta delivers hope and solutions with enthusiasm and heartfelt conviction.

ANATOMY OF A WINNING TEAM: BUILDING A FOUNDATION FOR SUCCESS

Learn simplified systems and protocols for team development that will allow you to refine roles and clarify job descriptions in the practice. Discover concrete, positive solutions to reinvigorate your entire team and create contagious positive attitudes.

- Know the difference between job descriptions and job duties
- Identify the elements of a good job description
- Make personal performance and corrective interviews a positive experience
- Learn the difference between structured and surprise bonus systems
- Cross training for optimal performance, including CE opportunities
- Perfect “hand off”—team to team—in the practice
- Plan effective morning huddles and team meetings
- Learn to maximize your CE opportunities
- Gain ideas for “knock your socks off” team retreats
- Understand how positive reinforcement creates a “get to go to work” attitude

HIGH IMPACT COMMUNICATION: WORDS TO USE... AND WORDS TO LOSE

Understanding “what to say” and “how to say it” is the first step toward practice success. Explore effective communication techniques for improving scheduling and reducing open time, increasing case acceptance, and fine-tuning financial arrangements.

- Develop effective verbal strategies for scheduling and reducing open time
- Improve success with confirmation calls
- Prevent cancellations and failed appointments
- Establish written protocols to ensure effective implementation of systems
- Facilitate discussions involving financial arrangements
- Guide patients to pay sooner rather than later
- Make successful collection calls
- Reduce accounts receivable
- Determine when it’s time to release a patient—and how to do it
- Identify hidden traits that provide clues to the motivation behind challenging behavior