



Doctors unwittingly assume the team will handle everything in the office according to what they want or need.

However, today's dental team is constantly called upon to perform more tasks simultaneously. Without effective communication the team becomes a team of "Mind Readers, Miracle Workers, and Magicians".

This can create uneven performance affecting doctors and other team members' expectations which may result in a diminished patient experience and less than ideal patient care. Learn steps for effectively using communication and technology to create greater consistency with less stress and a more productive and happier team.



Achieve an elevated level of patient care that will keep patients coming back.

LEARNING OBJECTIVES:

- Explore the importance of job descriptions and personnel manuals to communicate expectations of dentist and team members
- Learn strategies to build consistency to improve workflow and patient care
- Recognize how to harness technology for greater efficiency
- Gain techniques for creating an enhanced patient experience and value proposition that will encourage patients to refer family and friends

SUGGESTED FORMAT:

Up to Half-Day (1 – 3 hour)

SUGGESTED AUDIENCE:

Hygienists, Assistants,
Office Managers