



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 collection 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.



Team Building Through Communication Will Achieve An Elevated Level Of Patient Care That Will Keep Patients Coming Back

LEARNING OBJECTIVES:

- **Recognize** the importance of job descriptions and personnel manuals to communicate expectations of dentist and team members
- **Develop** strategies to build consistency to improve workflow and patient care
- **Identify** how to harness technology for greater efficiency
- **Establish** an environment 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:

Doctors, Hygienists,
Assistants,
Office Managers