

*Lack of teamwork? Gossiping? Favoritism?*

*Is life about getting through Monday Mourning to TGIF?*

*Are you getting paid enough to suffer?*



The key to resolving all of these issues is communication. How people communicate and relate to each other and the quality of relationships experienced among the team and doctors "spills over" to the patients. It creates a mood in the office and influences the energy level, the desire to act as "stakeholders", the level of teamwork present, and a host of other factors that determine whether or not patients will be raving fans. It starts with the individuals having tools to be the best they can be, not just in job skills, but also as professionals focused on service.

This provocative and empowering edutainment seminar will provide you with the tools to transform their experience from "I gotta go to work" to "I get to go to work!" Learn how to create a belief system that is free of the past and focused on the future, how to maintain an upbeat, positive attitude regardless of the circumstances, and the 6 principles for managing a practice that create raving fans.



Using her trademark high energy, sense of humor and 30+ years practice management experience, Joan Garbo shares principles that expand a sense of satisfaction and accomplishment and the ability to succeed in life. Most important, this presentation will focus the team on delivering exceptional service to patients.

## LEARNER OBJECTIVES

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| <ul style="list-style-type: none"><li>• Create a belief system that empowers you to achieve your goals.</li><li>• Learn principles for effective communication and conflict resolution.</li><li>• Understand how vision, mission and goals are the glue that can transform a disparate group of individuals into a high performing team.</li><li>• Learn how to reduce or eliminate gossip from the practice.</li></ul> | <ul style="list-style-type: none"><li>• Gain techniques for becoming a better and empathetic listener.</li><li>• Utilize praise and acknowledgement to encourage and train.</li><li>• Discover how to bring enthusiasm and energy to every work day!</li></ul> |
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Suggested Audience:  
Suggested Format:

All dental audiences  
Full- or Half-day lecture, workshop, keynote