



CURRICULUM

Foundational Concepts

Identify the Purpose, Vision, Values and Culture of your practice and how to use these key concepts in the operation of your dental practice.

Practice Goals Achievement

Identify dental practice goals and how to create a plan for their achievement.

Learn how to delegate, track key performance indicators and motivate the whole team to actively and enthusiastically participate.

Systems

Understanding what Standard Operating Procedures are and how to design and implement new systems.

Create or modify your Dental Practice Manual using up-to-date applications for powerful and easy use.

How to inspire all team members to implement the existing and new systems of the practice.

Reception Operations

Learn effective communication and rapport-building skills.

Time management, organisational and Multi-Tasking skills.

Email management.

Appointment book management: broken appointments, downtime and scheduling for high productivity.

Systems for the management of patients with incomplete treatment.

Conversion of new callers to the practice into actual appointments.

Patient Management

Inspiring patient engagement in their oral conditions, advised treatment and your practice operations.

Marketing and attracting great patients.

Systems to keep your patients loyal.

Managing difficult and complaining patients as well as how to manage aggressive patients.

Reactivating inactive patients in your database.

Financial Management

Discover what Profit & Loss, Balance Sheets and Cashflow documents are and how to use them in the management of practice finances and operations.

Aspects of the establishment of dental practice fees.

Discounting and managing the impact of discounting.

Reconciliations and Petty Cash management.

Compliance

Steps to take to ensure compliance in infection control, insurance, employment, business, security and advertising.

Team Management

Building a successful team and fostering a strong Team Culture.

Managing team dysfunction, team member poor performance, conducting effective Performance Reviews.



Human Resources

The hiring process, including advertising for new team members and the applicant journey, including how to effectively conduct interviews.

Onboarding new team members and managing their performance.

Termination of team members.

Leadership

Types of leadership and choosing your own style.

Identifying leadership values and being a values-driven leader.

How to create an environment for success for yourself, your team and the business.

Building leadership resilience.

Thinking like a business-owner.

Self-Awareness

Knowing yourself and managing your strengths and weaknesses.

Thought processes and impact of beliefs.

Building your confidence, and authority and embracing the journey of never-ending growth.