

# Dental Office Manager Development Continuum

Participant-driven workshops analyzing unique issues  
Office Managers experience and custom solutions.

## PROGRAM DESCRIPTION

Office Managers (OM) experience more pressure to lead, manage and coach employees to achieve the goals in a dental practice than ever before.

The workshops include analysis and discussion of real-life case studies provided by the participants to design and develop an action plan for behavior change in their practice to achieve practice goals.



<b>Workshop 1</b>	This workshop will focus on how to improve the OM communication to reflect competent leadership.
<b>Workshop 2</b>	Conflict amongst employees is stressful and inevitable for the OM. You will learn effective skills to intervene and prevent these situations.
<b>Workshop 3</b>	An effective leader innovates around the resources that they have. OMs will learn how to delegate responsibilities with direct reports.
<b>Workshop 4</b>	How does an office maximize their brand and social media identity to grow their practice?
<b>Workshop 5</b>	Hiring the “right” employee to match your office culture is often a challenge. OMs will learn effective interview skills to determine the best hire.
<b>Workshop 6</b>	How do you train new hires? OMs will design and develop a new hire training process that is consistent and reduces the learning curve.
<b>Coaching Calls</b>	Each OM will also receive a 1-hour monthly coaching call during the program.

## PROGRAM OBJECTIVES

**At the completion of the program attendees will be able to do the following:**

- Maximize impact of your personal communication style
- Create conflict and confrontation solutions
- Apply delegation and time management with direct reports
- Practice brand social media identity
- Design and develop effective new hire training programs
- Hire new employees based on a cultural fit
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- Maximize impact of your personal communication style