

Dental Office Manager Development Continuum



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

6 Workshops / 6 months

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 practices to achieve practice goals.



Workshop 1	Improving OM communication to reflect competent leadership. Meetings, training, and one to one interaction in the office.
Workshop 2	How does consistent effective patient communication across the organization improve patient experience
Workshop 3	An effective leader innovates around the resources that they have. OMs will learn how to delegate responsibilities with direct reports.
Workshop 4	How does an office maximize their brand and social media identity to grow their practice?
Workshop 5	Hiring the “right” employee to match your office culture is often a challenge. OMs will learn effective interview skills to determine the best hire.
Workshop 6	Growing your practice through increased case acceptance, patient financing, and optimized scheduling for treatment
Coaching Calls	Each OM will also receive a 30 min monthly coaching call during the program.

LEARNING OBJECTIVES

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

- Maximize impact of your personal communication style
- Create solutions for conflict and confrontation
- Collaborate and communicate more effectively with doctors/owners
- 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
- Evaluate and assess protocols and systems in your dental practice

Tamara Niedzolkowski, M.A.



Tamara has an insightful, action-oriented, and flexible approach to working as a trainer, facilitator, and coach. She is dedicated to assisting individuals and organizations achieve practice goals that support integrity and enhance team spirit and excellence in the workplace. She works with dental clients to help them expand improve overall team performance, their branding and marketing strategies, and grow their practices.

FACILITATOR	Tamara Niedzolkowski, M.A.		
AUDIENCE	Office Managers (OM)		
Continuum Schedule	Session 1:	Mon, Jan 7 Mon, Feb 11 Mon, March 11	Mon, April 8 Mon, May 13 Mon, June 10
COACHING CALLS	30 minutes /month (6 calls) per OM during the program		
TIME	4pm – 6pm (2 hours)		
LOCATION	Patterson Maine Branch 202 Gannett Dr. South Portland, ME 04106		

ATTENDEES	8-12 OMs
COST	\$600
REGISTRATION	By Friday December 28, 2018

REGISTRATION INSTRUCTIONS	
EMAIL	Tamara@refreshdent.com
INFORMATION IN EMAIL	<ul style="list-style-type: none"> Your Name Dental Practice Name, Location, and Phone Number Session One (Jan-June 2019)
PROGRAM COST	<ul style="list-style-type: none"> Make check payable to Hayden Education LLC Mail to: Hayden Education LLC 504 Silver St Rollinsford, NH 03869 Include Your Name and Practice Name on Check
Please feel free to call Tamara any time sat 603-498-0397 if you have any questions.	