

Dental Office Manager Development Continuum

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

3 Workshops / 3 Months

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.



Workshop 1	Learn how to identify short, and long-term goals for your practice. How do you want the office to improve and grow? Define your goals and create meaningful action plans to implement change.
Workshop 2	This workshop will focus on how to improve the OM communication to reflect competent leadership. How can you work with communication patterns and styles in your practice and improve upon those to get better outcomes?
Workshop 3	Learn how maximizing your practice brand and social media identity can grow your business. Do you fully utilize tools and software to optimize marketing and manage patient communication?
Coaching Calls	Each OM will also receive a 20 min monthly coaching call during the program.

PROGRAM OBJECTIVES

- Collaborate and communicate more effectively with doctors/owners
- Practice brand social media identity
- Understand business growth by the numbers
- Improve your understanding of software tools and metrics to measure success
- Evaluate and assess protocols and systems in your dental practice
- Maximize impact of your personal communication style
- Create solutions for conflict and confrontation



Tamara Niedzolkowski, refreshdental
M.A. INNOVATIVE PRACTICE SOLUTIONS

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 all over New England helping them optimize their branding and marketing strategies and improving overall team performance.

FACILITATOR	Tamara Niedzolkowski, M.A.		
AUDIENCE	Office Managers (OM)		
Continuum Schedule	Session I:	Mon, October 21 Mon, November 18 Mon, December 16	
COACHING CALLS	20 minutes /month (3 calls) per OM during the program		
TIME	4pm – 6pm (2 hours)		
LOCATION	Patterson Boston Branch 400 Research Drive #110 Wilmington, MA 01887		

ATTENDEES	8-12 OMs
COST	\$300
REGISTRATION	By Friday October 18, 2019

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 (October-December 2019)
PROGRAM PAYMENT	<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 at 603-498-0397 if you have any questions.