

Dental Office Manager Development Continuum

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

4 Workshops / 4 months / \$400

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INNOVATIVE PRACTICE SOLUTIONS

PATTERSON®
DENTAL

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	Goal Setting for Growth
Workshop 2	HR 101: Personnel Issues and Positively Influencing Performance
Workshop 3	What kind of leader are you? Most people who manage offices/teams can improve their skills to lead better!
Workshop 4	Time Management: Best Practices for You and Your Team
Coaching Calls	Each OM will also receive a 30 min 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 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
- Improve patient experience and case acceptance
- 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 their branding and marketing strategies, improve overall team performance, and grow their practices.

FACILITATOR	Tamara Niedzolkowski, M.A.
AUDIENCE	Office Managers (OM)
Continuum Schedule	Mon, Feb 17 2020 Mon, March 16 2020 Mon, April 20 2020 Mon, May 18 2020
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	\$400
REGISTRATION	By Friday February 14, 2020
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 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.	