



Some team members see a job as ‘*what they DO*’,
not what they ‘*BE*’.

In a successful practice, the team members *BE* of service.

Service is the most significant aspect of a practice that distinguishes itself from all others. While this is not news to most people, what tends to be assumed is what service looks like! Service begins—and ends—with an authentic smile. What creates a happy team devoted to providing exceptional service to patients is a culture of compassion, empathy and open communication.

In this provocative and humorous edutainment workshop, Joan Garbo shares the keys to service that ensure patients will be wowed and proud to be a part of your practice. Having led more than 2000 seminars and trained hundreds of dental professionals in effective communication and leadership principles, let Joan show your attendees how problems can become opportunities, work becomes service and **communication becomes a solid foundation for productive, authentic relationships!**



LEARNER OBJECTIVES

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| <ul style="list-style-type: none">• Learn techniques for maintaining harmony among the team.• Generate marketing ideas that others will want to copy• Learn how to ensure your service meets patient expectations | <ul style="list-style-type: none">• Discover strategies for maintaining high energy, upbeat attitude and focus regardless of distractions.• Learn how to transform negative attitudes into positive energies. |
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Suggested Audience:
Suggested Format:

Doctor and dental team members
Half-day lecture