

# WHY DID THE SCHEDULE BLOW APART, I DIDN'T SEE THAT COMING--IT LOOKED GREAT TWO DAYS AGO?

How to keep both the hygiene and Dr. schedule full.

## SYNOPSIS:

Are you frustrated with last minute changes to the schedule and a lack of personal responsibility from your patients. Is it getting hard to communicate the value of dental care? Do you wish it felt less like a "sales" pitch?

Whether it is scheduling a hygiene or doctor appointment your communication skills, connection and practice culture can make a huge difference.

Getting patients committed to their appointments is a team effort.

Discover what I like to call "case agreement" vs. "case acceptance" and how connection and collaboration beats "selling" dentistry every time AND keeps your schedule optimized.



## FORMAT:

Three Hour Lecture

## AUDIENCE:

Dentists, office managers, administrative team members, hygienists and assistants.

## LEARNING OBJECTIVES:

In this course, you will learn how to:

- **Guide your patient conversations:** Become proficient in language skills and systems to create value for the appointment.
- **Future pace a patient with story telling:** Discover how to use the story to me, the story of we and the story of now to get the patient thinking about how great dental care is life changing.
- **Create smooth transitions from front to back:** Learn how each work center can contribute to support each other and the patient in the decision making process.
- **Recognize different communication styles with patients:** Master how to communicate more effectively by using reflective listening skills and learn what patients are really asking.
- **Discover patient willingness to schedule:** Learn how to lean into conversations about money, time and ways to follow up with patients.

dentalCoaches  
CARE CONNECT COLLABORATE



dentalcoaches.com



860-657-6693



susan@dentalcoaches.com