



"I would recommend any dentist who chooses to build a thriving practice to attend this course."

- Aly Sergie, DDS

"I've attended a lot of courses. I really appreciate the information and the presentation - perfect!"

- Beth Dorris  
William Carter, Jr., DDS

"Rock solid information - great 'back-to-basics' for experienced staff and very helpful for newer staff."

- Debbie Martin  
Precision Dental

"[I] can't wait to get back to the office and implement the strategies."

- Kathy Stone  
Myrna Domoney, DDS

# FRONT OFFICE STRATEGIES FOR SUCCESS

LEARN POWERFUL PRACTICAL SKILLS TO MASTER FRONT OFFICE RESPONSIBILITIES

The first and last point of contact your patients have in your office is at the front desk. Managing the duties in this role can be a challenging balancing act. *Strategies for Success* will help doctors AND front office team members handle a variety of unique situations with skill and confidence.

*We encourage you to come prepared with questions.*

*Ideal for doctor to attend with staff for a team-centered approach.*

**Friday, May 7<sup>TH</sup>, 2010**

8:30 am - 3:30 pm

Continental breakfast and lunch will be provided

*Practice Leadership Training Center  
11879 NE Glenn Widing Drive in Portland, OR 97220*

\$179 per Person

**6 CE Credits Available**

**To register, contact Shannon at 800.665.5323**

*A full refund will be provided with a 72 hour cancellation notice.*

Increase productivity and decrease stress by learning to:

- Schedule an "ideal" work day and the importance of hygiene in creating work flow.
- Significantly increase over-the-counter collections and decrease unpaid accounts.
- Understand the platinum rule to enhance patient and team communication.
- Improve conflict-resolution skills for improved communication with team members and patients.

Practice Leadership's professional consultants will guide you through the systems that create lasting practice success. This conference is sponsored by the region's dental resource company **Burkhart Dental Supply.**

 **Practice Leadership**  
BURKHART CONSULTING

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 **SUMMIT**  
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