

Symphony Dental Education Series Event

Friday July 25, 2014

9am to 3pm, Lunch 12-1pm

Fee per Attendee: \$295

Location: Atlanta Botanical Garden

PACE Credits: 5 Lecture



**Approved PACE
Program Provider
FAGD/MAGD Credit**

Approval does not imply acceptance by a state or provincial board of dentistry or AGD endorsement.

(07/1/2014 to 6/30/2018)
Provider ID# 349490

To Register: Call 678.563.6122 or visit www.symphonydental.com/Teamology

TEAM RETREAT

Organize, Strategize & Energize Your Team for the Upcoming Year!

Instructor: Alexa Chilcutt, PhD

Alexa is an expert in organizational impression management, leadership, team dynamics and conflict management.

Course Outline

- Dental Teams are guided through developing Practice Mission, Motto and Vision Statements.
- Strategic plans that will guide team behavior and productivity are created.
- Communication behaviors are reviewed, with discussion of effective active listening techniques to achieve understanding with both team members and patients.
- Effective conflict management techniques are presented to facilitate best outcomes for all parties.
- Impression Management Tactics that help to create and maintain the most advantageous practice image and directly impact marketing and business growth is explained. Teams are guided in self-analysis of current practice image and brand.
- A Team Agreement is created in order to explicitly state the intended work environment/culture. Self-reflective and group interactive exercises reinforce learning and provide the team with take-home application.

Course Objectives

Participants will be able to recognize:

- organizational goals and strategies;
- the functions of effective leadership and team communication;
- communication barriers including socio-economic level, education level, and issues surrounding cultural diversity; and
- the meaning and importance of verbal and nonverbal communication.

Participants will be able to apply:

- strategic goal-oriented team behavior;
- active listening techniques (paraphrasing, mirroring, and priming);
- appropriate group leadership responsibilities and responses; and
- effective constructive feedback methods and conflict management tactics.

Who Should Attend:
Dentists & Team Members
Owner/Associate Teams
Office Managers & Supervisors

Together, you will...
Identify Core Values
Create a Strategy for Growth

