

Dentistry....Wow!

(Course No. 1589)

Date and venue:

31st May 2013

Buckerall lodge Exeter

Course Organiser:

David Lee

Course Lecturers:

Anthony Asquith and Colleague

Programme:

0900- 09.30	Registration
09.30 -11.00	Neuro - Linguistic Strategies and Brain Science... The latest understanding and how these apply in Dentistry Session 1:
11.00 -11.15	Coffee
11.15-12.45	Influencing Minds and Environments
12.45-13.30	Lunch
13.30-14.45	Creating Rapport quickly with patients and colleagues
14.45-15.00	Coffee
15.00-16.15	'Other people aren't weird...they're just wired different'

Course Aims and Objectives:

How to get great marketing results using your existing patient referrals in conjunction with your web site

How to reduce the likelihood of complaints being made against you or your team by spotting them early.

Winning and keeping customers loyal to you and your practice.

Increasing the number of patients accepting your treatment plans.

Great ideas and tips for how to reduce stress in the workplace and your home life.

How to reduce patient no shows effectively.

Getting the layout in the reception area right for appropriate patient behaviour