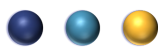




**Get  
Results  
Pro™**



**5 Steps** from  
**Surviving** to  
***Thriving!***



# 5 Actions for **Thriving**

## Welcome

- ▶ Comprehensive Training Program
- ▶ Effective Time Management Tools
- ▶ Enhance Patient Communication
- ▶ Comprehensive Rewards Program
- ▶ Revenue Management Tools

# Welcome Message

Running a dental practice can be challenging, but with the right tools, techniques - and sometimes with a bit of guidance - **you can overcome these difficulties and achieve success!**

In this guide, we provide you with five recommended solutions which are often needed with clients participating in our coaching sessions. These solutions can help you improve **staff performance, time management, patient communication, and revenue management.**

Implementing any or all of these solutions can lift an organization out of just surviving...and get them on the path to **truly Thriving!**

***Let's get started!***



**Adele Reische**  
CEO



**Amber Weber-Gonzales**  
CFO

## Solution 1

### Introducing Comprehensive Training Modules

The implementation of a well-rounded training program is an invaluable strategy to bolster your team's competencies, engagement, and sense of purpose within their roles. A robust training regimen is more than an investment in skill development—it's an investment in your team's confidence, job satisfaction, and overall performance.

The training modules should span a broad spectrum of relevant topics. This could include areas like exceptional customer service, effective patient communication, and staying updated with cutting-edge dental technologies. Additionally, cross-training across different roles within your practice can provide team members with a holistic understanding of the practice's operations, fostering a more cohesive and collaborative work environment.

Customizing the training program to cater to individual learning styles and career goals can further enhance its effectiveness. This could involve a mix of hands-on training, online modules, and interactive workshops. By providing opportunities for continual learning and development, you're not only increasing your team's capabilities but also showing that you value their personal and professional growth.

Remember, an impactful training program isn't static—it's an evolving entity that should be updated regularly based on team feedback, technological advancements, and industry trends. This continuous refinement ensures your team members feel equipped and knowledgeable, which can lead to improved job performance, increased job satisfaction, and ultimately, a more successful dental practice.



## Solution 2

### Deploying Effective Time Management Tools

The integration of time management tools and strategies into your practice's operations is a game-changing step towards boosting productivity and reducing stress. By introducing systems like advanced scheduling software and refined delegation methods, you are empowering both yourself and your team to manage time more efficiently.

Effective time management tools offer a multitude of benefits. They help prioritize tasks based on urgency and importance, thereby enabling you to focus on what truly matters. In addition, they allow for tracking of progress, which provides a clear picture of how time is spent and where improvements can be made. As a result, these tools can alleviate stress by reducing the clutter of overwhelming to-do lists and ensuring that tasks are completed within set time frames.

Consider incorporating tools that automate scheduling, facilitate team communication, and monitor task completion. Moreover, strategies like effective delegation can be instrumental in optimizing time management. By entrusting tasks to team members based on their skills and capabilities, you're not only making the most of your collective time but also fostering a sense of responsibility and trust within your team.

Remember, the goal of implementing these tools and techniques is to create a work environment where time is respected, tasks are completed efficiently, and team members feel less stressed and more productive. With these systems in place, your team can accomplish more within the working hours, leaving more time for what truly matters: providing exceptional care to your patients.

## Solution 3

# Enhancing Patient Communication

Streamlining your patient communication processes is a crucial strategy to keeping them engaged, informed, and committed to their oral health. Regular touchpoints, such as newsletters and appointment reminders, coupled with other educational resources, can create a bridge of trust and loyalty between your practice and your patients.

Consider implementing regular communication tools that include a newsletter with updates about your practice, dental health tips, and information about new services or technologies. Additionally, consistent appointment reminders can ensure that patients stay on track with their dental care, minimizing no-shows or late cancellations.

Providing educational resources is another effective way to enhance communication. These resources could include simple, easy-to-understand information about treatment options, preventive care, and maintaining optimal oral health. This approach empowers your patients to make informed decisions about their health, reinforcing their trust in your practice.

For a more personalized touch, consider spotlighting a team member in your newsletters on a quarterly basis. This strategy helps patients get to know your team better, fostering a sense of community and connection. It gives a human face to your practice and can create stronger bonds between your team and your patients.

Remember, effective patient communication is about more than relaying information—it's about building relationships, promoting transparency, and fostering a sense of trust and loyalty. By enhancing your communication strategies, you can strengthen these bonds and ensure that your patients feel valued and well-cared for, ultimately leading to a more successful and patient-centric dental practice.

## Solution 4

# Launching a Comprehensive Rewards Program

Establishing a well-structured rewards program serves as a powerful tool to boost the morale and motivation of your team. This strategy goes beyond the traditional salary package and introduces an additional layer of engagement and excitement to the work environment.

The rewards program should be tailored to meet your team's unique preferences and needs. It could comprise monetary bonuses for achieving specific targets or milestones, providing additional paid time off as a reward for consistent high performance, or even offering special recognition for exceptional contributions to the practice. Each of these rewards serves a distinct purpose: bonuses acknowledge the tangible results of hard work, extra time off allows your team members to recharge, and public recognition enhances self-esteem and sense of belonging.

Moreover, the rewards program can foster a culture of continuous improvement and personal growth. When team members understand that their efforts are seen, valued, and rewarded, they are likely to invest more energy into their roles, strive to exceed expectations, and take more ownership of their work.

Remember, an effective rewards program should be dynamic, regularly updated based on feedback, and aligned with the overall goals of your dental practice. This approach will ensure that your team feels genuinely appreciated and motivated, thus contributing to the overall success and progress of your practice.

## Solution 5

### Deploying Revenue Management Tools

The introduction of comprehensive revenue management tools, including financial reporting and budgeting systems, can provide a more granular understanding of your practice's financial health. These tools allow for the tracking and analysis of revenue streams, helping you pinpoint areas of opportunity and growth.

Revenue management tools provide a clear view of your income and expenditures, allowing you to understand where your practice stands financially. These insights can inform decisions about where to invest resources for growth and how to improve operational efficiency.

Reviewing and adjusting your pricing strategies and payment options is another crucial aspect of revenue management. Keeping abreast of industry standards and patient expectations can ensure your services are competitively and fairly priced. Offering flexible payment options can also make your services more accessible to patients, potentially broadening your client base.

Remember to regularly revisit your revenue management strategies. Analyzing financial reports, adjusting budgets, and revising pricing strategies should be ongoing processes that adapt to your practice's needs and market trends.

Implementing robust revenue management tools can empower you to make informed financial decisions, helping you maximize profitability and secure the long-term success of your dental practice.



## CONCLUSION

### Good luck on your journey towards Thriving!

By implementing these solutions, you can overcome current challenges in these areas and achieve more satisfaction and success in your dental practice.

Remember to be consistent with your efforts, and patient with the outcomes. We encourage you to also always seek out opportunities for growth and improvement.

If you're ready to take your dental practice to the next level by fostering a motivated team, enhancing efficiency, building stronger patient relationships, and optimizing financial performance, we're here to guide you every step of the way. Don't let the complexities deter you; with our personalized assistance, you can transform challenges into opportunities for growth. Contact us today to start your journey towards a thriving, successful dental practice. We're excited to partner with you in this transformation!

And... ***Good luck on your journey towards Thriving!***

## EXTRAS

### ADDITIONAL RESOURC LINKS

Following are externally available resources related to each of the 5 solutions:

**Provide Training Modules:** "The Training Design Manual" by Tony Bray - This book teaches how to design and deliver effective training modules that meet the needs of your staff members and organization. Link: [https://www.amazon.com/Training-Design-Manual-Successful-Programmes-ebook/dp/B00AXDJFK0/ref=sr\\_1\\_1?keywords=%22The+Training+Design+Manual%22+by+Tony+Bray&qid=1686104680&sr=8-1](https://www.amazon.com/Training-Design-Manual-Successful-Programmes-ebook/dp/B00AXDJFK0/ref=sr_1_1?keywords=%22The+Training+Design+Manual%22+by+Tony+Bray&qid=1686104680&sr=8-1)

**Implement Time Management Tools:** "The 7 Habits of Highly Effective People" by Stephen Covey - This book teaches time management techniques and strategies that can help you prioritize tasks, manage your schedule, and achieve more in less time. Link: <https://www.amazon.com/Habits-Highly-Effective-People-Powerful/dp/1451639619>

**Improve Communication Processes:** "Crucial Conversations: Tools for Talking When Stakes are High" by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler - This book teaches how to have effective and productive conversations with patients, staff members, and other stakeholders in your dental office practice. Link: <https://www.amazon.com/Crucial-Conversations-Talking-Stakes-Second/dp/1469266822>

**Implement a Rewards Program:** "The 5 Languages of Appreciation in the Workplace" by Gary Chapman and Paul White - This book teaches how to create a customized rewards program that aligns with the values and preferences of your staff members. Link: <https://www.amazon.com/Languages-Appreciation-Workplace-Empowering-Organizations/dp/080246176X>

**Implement Revenue Management Tools:** "Financial Intelligence for Entrepreneurs: What You Really Need to Know About the Numbers" by Karen Berman and Joe Knight - This book teaches how to read and analyze financial reports and use financial data to make informed business decisions. Link: <https://www.amazon.com/Financial-Intelligence%C2%AD%20Entrepreneurs-Really-Numbers/dp/1422119157/>

# Our Team



**Adele Reische**

**Adele Reische** brings a unique blend of training, support and insight to her clients, coaching them through the shift from surviving to thriving. With over 40 years of experience in dentistry, management and speaking, Adele rallies the troops to action, engaging everyone on the dental team as they work together to effect positive change and growth for the entire practice.

Adele is an active member of the Academy of Dental Management Consultants, The American Academy of Dental Office Managers, is a Certified Consultant in Employment Law with Bent Ericksen & Associates, and is the Director of Provider Affiliations with The Allana Smiles Foundation.



**Amber  
Weber-Gonzales**

**Amber Weber-Gonzales** has over 20 years in the dental industry. She has worked both the clinical and administrative side of dentistry, from scheduling, insurance, assisting, hygiene, and practice management. As a licensed dental hygienist, she practiced clinical hygiene for 15 years. Amber is licensed in Texas and Colorado and has practice in public health and private practice settings.

She is a member of the Speaking, Consulting Network, the American Association of Dental Management, and is the secretary the Academy of Dental Management Consultants. Amber is also a senior fraud investigator with Prosperident.




# Get In Touch

**Ready to transform your dental practice?** We're here to provide the personalized guidance and support you need. Whether it's implementing a rewards program, developing comprehensive training modules, optimizing time management, enhancing **patient communication, or improving revenue management, we can help.**

**Don't hesitate to reach out for a consultation tailored to your practice's unique needs.** We're excited to hear from you and start this journey towards achieving your practice's full potential. Contact us today—let's create a thriving, successful dental practice together.

**Contact Us :** > **Get Results Pro, Inc.**

 512-588-0150,  
530-701-3978

 [www.GetResultsPro.com](http://www.GetResultsPro.com)

 [amber@GetResultsPro.com](mailto:amber@GetResultsPro.com)  
[adele@GetResultsPro.com](mailto:adele@GetResultsPro.com)

