



**You are invited to Kawartha Endodontics Complimentary Seminar
for Dental Professionals**

WHEN: Thursday, November 18, 2010 @ 6:30 pm

WHERE: Kawartha Endodontics 425 Water Street, Suite 100, Peterborough, ON

No Shows & Cancellations

COURSE SYNOPSIS

In every practice downtime is a burning issue for everyone. With an appropriately designed program, correct verbal skills from the team and proper communication on the value of preventive care, you can unlock the mystery and help your patients value your time and honor your cancellation policies. It will no longer be "just a cleaning" so you stay in crisis management. Simplify the mystery of downtime management and discover your key strategies to reduce your stress. All information is proven methodology and can gain immediate results.

LEARNING OUTCOMES:

The participant will learn:

- How to assess your demand for hours available
- How to track your success of the big picture
- How to motivate patients to respect our time
- Classification of patients
- Verbal skills for overcoming cancellations
- How to operate at less than 10% non productive time
- Reactivation of patients who have fallen through the cracks

Who should attend:

All dental team members.

**R.S.V.P. by Friday, November 12, 2010 via phone: 705-750-0700
or email: kim@kawarthaendo.com**

Speaker: Linda Anderson

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