

YOUR CLUB NAME - MEETING REMINDER

The Dental Dream Team: Unmasking Behavioral Styles of Patients, Peers, Family, Friends & Foes!

Presenter: Suzanne Boswell

Suzanne is known for innovative presentations and a highly interactive style. She consistently earns top marks and 60% of her presentations are made to repeat clients.

- Top-rated International speaker, "Mystery Patient" & Patient Researcher
- Award-winning columnist for Dental Practice Report
- Author: "The Mystery Patient's Guide to Gaining & Retaining Patients"

Who: Doctors and ALL staff members (Place fee amount here if it applies to your club)
This is the one meeting that ALL team members should attend!
When: **Friday, September 13, 2002 (Lunch will be provided)**
Where: **FACILITY NAME & MEETING ROOM** facility phone number: (555) 555-5555
FACILITY STREET ADDRESS
Time: **TIME from 0:00 – 0:00** Registration - **TIME from 0:00 – 0:00** Presentation

Dream team topics will include:

This is the same powerful Behavioral Styles System that is also taught at Pankey. Suzanne Boswell is a certified trainer of this system and has taught the system internationally.

This workshop will produce many "AHA's" of enlightenment in the team. Each participant will learn his/her own behavioral style and learn how it influences others. You will also learn:



- Why team members must know each other's behavioral style to work well together
- How to recognize different behavioral styles and effectively work with each
- How to increase treatment acceptance by knowing the patient's behavioral style
- The most important dimension of behavior to look for in new hires and associates
- Why some team members and patients clash and what to do about it

Why should the whole team attend?

This workshop will bring key elements of human understanding to your entire team. Benefits are far-reaching and the system is used by some of the top practices in the country.



- Your group will determine its overall team style and its impact on patients
- You will learn interpersonal skills to use immediately on the phone and in person ... with each other, with colleagues and with patients
- The day will be insightful, very interactive and it definitely will be fun!
- Your team will thank you for bringing them to the meeting!
- FREQUENT comment after the program, "The whole team should have been here!"

Pre-registration is required. List all staff members that will attend and fax your registration to Coordinator at 555-555-5555

If staff members attend please make check payable to **Study club name**

Mail check to: **STUDY CLUB MAILING ADDRESS.**

Any questions? Please call coordinator at 555-555-5555

Dr. _____ Yes, I will attend No, I will not attend

Staff members attending:

