

Dentistry is About Relationships:

Systems & Strategies That Build High Performing Teams

WE TEAM

- United Leadership
 - Defined Direction/Clear Vision
 - Regular Scheduled Meetings
 - Point of Entry
 - Decision Strategy
 - Patients & Practice
 - Practical
 - Precedence
 - Passionate
 - Team Decisions
 - Training
 - Expectations
 - Communication
 - Behavior
 - Response Meeting
- Nurture Integrity
 - Trust
 - Respect
 - Reliable
 - Honest
 - Happy
- R.I.S.E. Philosophy
 - All A's
 - Implementation Strategy - R.I.S.E Process
 - Review
 - Implement
 - Sustain
 - Evaluate

TEAM

- Happy & United Team
 - Performance Standards
 - Conflict Resolution Process
 - Forgive
 - Consequences

- Right People on the Bus
 - Applicant Standards
- Team Standards
 - Character Traits
 - Capabilities
 - Appearance
- Job Expectations
 - Legal, Ethical, Within Licensure
 - All A's
 - Cross Trained
 - Patient Focused Versus Task Focused
 - Priority Hierarchy
- Accountability
 - Accountability Myths
 - Should Just Know It
 - Once Is Enough
 - Quick & Easy
 - Me
 - Personal Responsibility – Self-Maintained
 - The Baby – Task Management
 - Delegation
 - The Elephant – People Management
 - Code of Conduct
 - Attitude
 - Communication
 - Behavior
 - Equal Accountability
 - Monitor Daily
 - Maintain As A Team
- Culture of Appreciation
 - Starts With Awareness
 - Compliment
 - Spend Time Together
 - Help Each Other
 - Tangible Gifts
 - Physical Touch
- Celebration
 - Present
 - Physiology Changes Psychology

Business Name: _____

Name / Position: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Website: _____

Yes! I would like to receive the positive & powerful practice management tips in your complimentary monthly e-zine "Show Your Shine"!

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I would like more information regarding:

- Keynote
- On-site Workshops
- Telephone/Webcam Coaching
- Performance Coaching Programs
- Booking Judy Kay at our next meeting/conference
- Judy Kay's Book, *Rise & Shine; An Evolutionary Journey to Get Out of Your Way and On Your Way to Success*
- Other _____



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