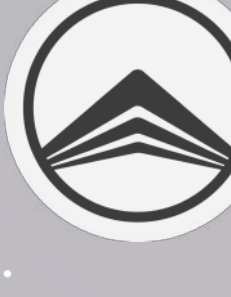


PROGRAM TOPICS :



5 STAR PATIENT EXPERIENCE

1. FIRST PHONE CALL (NEW PATIENT) -
GENERAL ASSESSMENT ENQUIRY

2. FIRST PHONE CALL (NEW PATIENT) -
EMERGENCY DENTISTRY ENQUIRY

3. FIRST PHONE CALL (NEW PATIENT) -
DENTAL IMPLANT ENQUIRY

4. FIRST PHONE CALL (NEW PATIENT) -
TEETH STRAIGHTENING ENQUIRY

5. PRE BOOKING FEE

6. DIARY ZONING AND PRODUCTIVITY

7. MEET AND GREET AT THE CLINIC -
WELCOME PROTOCOLS / SYSTEMS

8. TREATMENT COORDINATOR -
INVISALIGN CONSULT LIVE

9. TREATMENT COORDINATOR -
IMPLANT CONSULT LIVE

10. TREATMENT COORDINATOR - SMILE CONSULT LIVE

NEW PATIENT CONSULTATION

11. PATIENT INTERVIEW STEP 1 -
INTRODUCTION

12. PATIENT INTERVIEW STEP 2 - DIAGNOSIS

13. PATIENT INTERVIEW STEP 3 - DIAGNOSIS

14. PATIENT INTERVIEW STEP 4 - DIAGNOSIS

15. PATIENT INTERVIEW STEP 5 - DIAGNOSIS

16. PATIENT INTERVIEW STEP 6 - DIAGNOSIS

17. PATIENT INTERVIEW STEP 7 - DIAGNOSIS

18. PATIENT INTERVIEW STEP 8 - DIAGNOSIS

19. PATIENT INTERVIEW STEP 9 - DIAGNOSIS

20. COMPREHENSIVE CLINICAL ASSESSMENT

NEW PATIENT - SALES AND COMMUNICATION TIPS

21. PATIENT INFORMATION STEP 10 -
STORY NARRATION TECHNIQUES

22. PATIENT INFORMATION STEP 11 -
PRODUCT / SERVICE

23. PATIENT INFORMATION STEP 12 -
BUILDING TRUST AND EVIDENCE

24. PATIENT INFORMATION STEP 13 - ETHICAL SALES CLOSURE TECHNIQUE 1

NEW PATIENT CLINICAL ASSESSMENT AND TREATMENT PLANNING

25. COMPREHENSIVE TREATMENT
PLANNING LEVEL 1 (PLAN E)

26. COMPREHENSIVE TREATMENT
PLANNING LEVEL 2 (PLAN E & G)

27. COMPREHENSIVE TREATMENT
PLANNING LEVEL 3 (PLAN E & G & S)

28. COMPREHENSIVE TREATMENT
PLANNING LEVEL 4 (PLAN E / G / S / A /
B / C)

29. COMPREHENSIVE TREATMENT
PLANNING LEVEL 5 (PLAN E / G / S / A / B
/ C / D)

30. PATIENT INFORMATION STEP 14 -
ETHICAL SALES CLOSURE TECHNIQUE 2

SALES OBJECTION HANDLING

31. SALES OBJECTION HANDLING - 1

32. SALES OBJECTION HANDLING - 2

33. SALES OBJECTION HANDLING - 3

34. SALES OBJECTION HANDLING - 4

35. SALES OBJECTION HANDLING - 5

36. SALES OBJECTION HANDLING - 6

37. SALES OBJECTION HANDLING - 7

38. SALES OBJECTION HANDLING - 8

39. SALES OBJECTION HANDLING - 9

40. SALES OBJECTION HANDLING - 10

PATIENT MANAGEMENT

41. HANDLING ANXIETY - 1 (MILD)

42. HANDLING ANXIETY - 2 (MODERATE)

43. HANDLING ANXIETY - 3 (SEVERE)

44. DIFFICULT PATIENT HANDLING - 1

45. DIFFICULT PATIENT HANDLING - 2

46. DIFFICULT PATIENT HANDLING - 3

47. DIFFICULT PATIENT HANDLING - 4

48. DIFFICULT PATIENT HANDLING - 5

49. DIFFICULT PATIENT HANDLING - 6

50. DIFFICULT PATIENT HANDLING - 7

51. DIFFICULT PATIENT HANDLING - 8

52. DIFFICULT PATIENT HANDLING - 9

53. DIFFICULT PATIENT HANDLING - 10

54. ABUSIVE PATIENT HANDLING - IN
CLINIC

55. ABUSIVE PATIENT HANDLING - ON
PHONE

56. TALKATIVE PATIENTS HANDLING

57. PERSONALITY PROFILE 1 - SALES TIP

58. PERSONALITY PROFILE 2- SALES TIP

59. PERSONALITY PROFILE 3 - SALES TIP

60. PERSONALITY PROFILE 4 - SALES TIP

TREATMENT DELIVERY AND POST TREATMENT TIPS

61. TREATMENT DELIVERY - STEP 1 (SET
UP TOOLS / COMMUNICATION /
TECHNIQUES)

62. TREATMENT DELIVERY - STEP 2
(MANAGING EXPECTATIONS - TIME /
PAIN / EXPERIENCE)

63. TREATMENT DELIVERY - STEP 3
(CLOSURE AND POST OPERATIVE
INSTRUCTION)

64. POST TREATMENT COURTESY CALL (
PATIENT IN MID TREATMENT PHASE)

65. END OF TREATMENT PROTOCOL
(IN CLINIC)

66. END OF TREATMENT PROTOCOL
(REFERRAL AND MEMBERSHIP STAGE)

67. FOLLOW UP CALL - MEMBERS

68. FOLLOW UP CALL - NON MEMBERS

ETHICAL MARKETING

69. ASKING FOR TESTIMONIAL - IN
CLINIC

70. ASKING FOR REFERRAL - IN CLINIC

71. RECOMMENDING MEMBERSHIP - IN
CLINIC

72. HANDLING NEGATIVE GOOGLE
REVIEWS

73. AWARENESS MARKETING - BNI
NETWORK 1 MINUTE PITCH STRATEGY

74. AWARENESS MARKETING - SOCIAL
MEET PITCH STRATEGY

75. AWARENESS MARKETING - 5 MINUTE
SPEAKER STAGE - SPONSOR STRATEGY

76. SPEAKING SKILLS - 5 BASIC TIPS

77. FB LIVE 5 MINUTE VIDEO - SCRIPT
AND TECHNIQUE

78. CONTENT CREATION WORKSHOP - TEAM EVENT.

TEAM MANAGEMENT

79. PRACTICE TEAM MEETING

80. MORNING HUDDLE MEETING

81. STAFF INTERVIEW TECHNIQUE

82. STAFF QUARTERLY PROGRESS
INTERVIEW

83. STAFF PAY RISE REQUEST HANDLING

84. STAFF CONFLICT HANDLING

85. STAFF PERFORMANCE MANAGEMENT

86. MEETING WITH FINANCE TEAM

87. MEETING WITH TREATMENT
COORDINATOR

88. MEETING WITH CLINICIANS -
PERFORMANCE REVIEW

89. MEETING WITH CLINICIANS -
CLINICAL REVIEW

90. MEETING WITH MARKETING
COORDINATOR

91. MEETING WITH MEMBERSHIP COORDINATOR

92. MEETING FOR BUSINESS STRATEGY

SOFT SKILLS TRAINING

93. THEATRE SKILLS 1 - MANAGING YOUR
REACTION / RESPONSE

94. THEATRE SKILLS 2 - MANAGING YOUR
EMOTIONS (ANGER / FRUSTRATION)

95. THEATRE SKILLS 3 - MANAGING YOUR
ANXIETY AT WORK

96. BODY LANGUAGE TIPS

PERSONAL MANAGEMENT

97. SUNDAY POWER HOUR

98. RELAXATION AND STRESS
MANAGEMENT

99. PERSONAL PRIORITY CALCULATOR

100. SPIRITUALITY AND FREE SPACE