



## 1. *The Spirit of Yes! Communication at Its Best*

*Presented by Terry Goss*

Effective communication is the cornerstone of any organization's success. This power-packed one-day workshop will show you and your team how to build a trusting environment where everyone's contribution is valued and understood. Terry will explain how clear lines of communication will streamline your organization from top to bottom, ensuring that conflicts and hurdles will be recognized and overcome.

Seven proven, practical techniques demonstrate how to establish collaborative learning environments that emphasize creative conflict resolution, innovative problem solving, and positive, productive change. See how implementing these breakthrough strategies help you to provide your patients with the experience they are looking for, and keep your team moving forward!

*You will learn the key steps to . . .*

- ◆ Establish and maintain team & patient trust, even in difficult situations
- ◆ Listen more effectively to everyone's ideas and concerns, and learn how to respond more fluently and positively
- ◆ Design a strategy that encourages everyone to learn – and to use new knowledge to powerful effect
- ◆ Inspire your team to voluntarily commit to – and achieve - shared goals
- ◆ Structure more productive, energizing team meetings
- ◆ Discover the Power of the “Debrief” and watch your practice soar
- ◆ Develop powerful conflict resolution and problem solving skills
- ◆ Elegantly manage difficult interactions and stay responsive, positive and supportive in the face of resistance

*Who should attend . . .*

- ✓ Forward-thinking dentists who want to bring their practice to a new level of efficiency and performance
- ✓ Team members seeking to enhance their communications skills and work more collaboratively
- ✓ Dental professionals who wants to quickly and dramatically improve his or her flexibility, resourcefulness, and communication skills

*For the best results bring your whole team.*