



Angela Davis-Sullivan

SPEAKER PACKET

Coming Home to a Better Practice



Back to the Basics:

FUNDAMENTALS FOR A THRIVING DENTAL PRACTICE

If each day feels like an uphill battle,
it's time to examine your practice's foundation.

Highly productive, profitable dental practices are built on a foundation of effective leadership, teamwork, communication, and well-established practice systems. Practices without a strong foundation are more likely to find daily operations chaotic. As a result, the team spends substantial time coping with immediate problems, rather than implementing systems that improve patient care and practice profitability.

With 30-years practice experience, Angela Davis-Sullivan helps dental practices organize the chaos and get off the proverbial "hamster wheel". Gain strategies for integrating key business systems, improving patient satisfaction and retention, boosting morale, minimizing miscommunication and increasing practice profitability. Explore a leadership model that re-energizes the team and create a cooperative, collaborative practice culture. Discover strategies for effective patient and team communications. Leave with the knowledge and skills necessary to break through the daily grind and stay focused on what really matters.



Angela Davis-Sullivan

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LEARNING OBJECTIVES:

- Learn to leverage active listening to establish trust, problem solve and identify motivating factors
- Understand the value of hourly goal-setting and how these goals can foster enhanced accountability
- Discover the difference between "management" and "leadership"
- Explore the influence of and an outline for clearly defining responsibilities
- Describe systems for setting goals and celebrating achievements
- Examine a system for effective team meetings, including agenda examples and protocols
- Learn how to have great phone calls with patients
- Create your ideal productivity-driven daily schedule
- Uncover best practices for handling the unexpected
- Analyze the differences between presenting a treatment plan and having a financial conversation
- Illuminate tips and tools for insurance billing and how to maximize the patient's benefits
- *Never be the same again!* Gain the processes and tools necessary for creating the practice and life of your dreams.

SUGGESTED FORMAT: Full or Partial Day; Lecture, Workshop

SUGGESTED ATTENDEES: Dentist and Full Team



Angela Davis-Sullivan

We want to grow the practice but our team keeps getting stuck on the daily treadmill. **Where's the time for growth?**

It all boils down to streamlined processes, enhanced teamwork and improved communications.

Angela Davis-Sullivan knows how to recognize, diagnose, and successfully treat common problems in dental practices. She brings 30-years of practice experience to her role as a speaker and educator. While working in the dental practice, Angela gained invaluable experience as an administrator, dental assistant, new patient coordinator, and office manager.

In her book, **Coming Home to a Better Practice**, Angela shares the steps practice owners can take today to become more abundant leaders, connect with their teams, and create a practice they'll be happy to come home to.

Angela is recognized as an influencer in the industry. She is frequently an interviewed guest on podcasts and her articles are featured in industry publications, such as Dental Economics, The Observer, Dentistry Today and others.

She is certified in both Forte' (a communication styles program) and DiSC assessments. She is also a Certified John Maxwell Leadership speaker, coach and trainer.



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Testimonials

"WITHOUT ANGELA'S ABUNDANT EXPERTISE AND CARING NATURE, MY PRACTICE WOULD NOT BE WHERE IT IS TODAY."

"My team loves Angela and I do, too. She has a fantastic way of seeing what your practice needs and actually helping achieve your goals. Her experience delivers what you need to reduce stress, provide great care, and grow your practice. Trust me, she is one of the real ones." **V. Brian Gagliardi DMD**

"Without Angela's abundant expertise and caring nature, my practice would not be where it is today. My team would not be what it is today. I became a dentist to help people and to do something I love, not manage people, finances, or a business. Angela as part of my work family allows me the freedom to do just that! Highly recommend her services and her friendship!! Never looking back!" **Danielle Muse, DDS**

"I have learned so much from Angela. She is great at making me feel comfortable and seeing my potential as an office manager. I am a much better team member and leader for my team now."

TRACI; OFFICE MANAGER



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MEMBERSHIPS:

American Academy of Dental Office Managers
Dental Speaker Institute
Dental Speakers Bureau

PAST PRESENTATIONS:

Acadiana Dentists Study Club
American Academy of Dental Office Managers (*webinar*)
Clinical Mastery Series - Mastery Lab
Midway Dental Supply
Productive Dentist Academy

- Office Manager Concurrent Session (*multiple*)
- Team Concurrent Session (*multiple*)
- Business Concurrent Session (*multiple*)

