

PRE-EVENT SESSION... MASTER NEW VERBAL SKILLS

When your dental team members have the skills to communicate and connect with the patients they serve, it means better care, happier patients and more profits! This hands-on workshop will help your dental team learn how to communicate well and improve case acceptance by knowing the right words to use, and more. Your staff can confidently discuss fees and procedures with your patients!

Attendees will learn:

- How to schedule the new patient
- Improve the communication skills of your team members through the use of study models, demonstration models, intraoral photographs, x-rays and intraoral cameras
- Motivate your patients to accept periodontal treatment
- Understand personality profiling and how to better communicate with your patients
- Refine verbal skills for financial presentation and case acceptance

This session will be held the afternoon prior to the Ultimate Dental Team Conference.

September 13, 2012 Gig Harbor, WA
November 1, 2012 Orlando, FL

Verbal Skills
Session (VSS)
Course held from
1-5 p.m.
Cost ONLY
\$195/person

MEET YOUR PRESENTER

Dr. Rhonda Savage



Dr. Rhonda Savage, also known as "The Beast," served as a Lieutenant Commander in the U.S. Navy during the years of Desert Shield/Desert Storm, attached to the U.S. Marine Corp. Dr. Savage is the CEO of Miles Global. She is a former dental assistant and front office staff member of 14 years and was in private practice for 17 years. She is the Past President of the Washington State Dental Association and an Affiliate Faculty for the University of Washington School of Dentistry. Dr. Savage has been awarded the Navy Achievement Medal, the National Defense Medal and the Expert Pistol Medal. She is a member of the Pierre Fauchard Academy, American College of Dentists and the International College of Dentists. She is a "straight" shooter: an author, a consultant and speaker. She lectures and publishes on women's health issues, leadership and business management.

Miles Global
The Leaders in Dental Consulting

3519 56th St NW
Suite 240
Gig Harbor, WA 98335

"Great information, great presenters,
fun environment!!!"

-Jayne Shanks, RDH



Ultimate Dental Team Conference:

GIG HARBOR, WA
SEPTEMBER 13-15, 2012

ORLANDO, FL
NOVEMBER 1-3, 2012

Miles Global
The Leaders in Dental Consulting



JOIN US FOR OUR
ULTIMATE
DENTAL TEAM
CONFERENCE

GIG HARBOR, WA
SEPTEMBER 13-15, 2012

ORLANDO, FL
NOVEMBER 1-3, 2012

Register Today
& SAVE!

Miles Global
The Leaders in Dental Consulting

www.MilesGlobal.net

The Key Essentials of a Successful Practice: What Every Office Needs to Know

When every dental team member values the patients they serve, it means better care, happier patients, and more profits. At Miles Global Ultimate Dental Team Conference, you'll learn how to build and strengthen your team, so each staff member is patient-centered and committed to the success of your practice. Because when your team shares your vision, when every member shows leadership, effective communication and accountability to practice goals, you have more time to do what you do best: take outstanding care of your patients.

Learn how our clients doubled their practices, while working fewer hours a week. How to use statistical data to grow your practice. How to develop communication skills that reduce broken appointments and no-shows. How to confidently discuss fees and procedures with your patients. You'll get all that and more at the Miles Global Ultimate Dental Team Conference.

CONFERENCE SESSION

- Asking for & Attracting New Patients
- The 7 Phases of Patient Communication
- Marketing Plans that Work
- Creative Scheduling Concepts for Maximum Productivity
- Understanding Behavioral Styles
- Avoiding No-shows and Broken Appointments
- A More Profitable Hygiene Department
- Financial Policies & Collection Techniques

What They're Saying...

"Dr. Savage is a great speaker, enthusiastic & energetic. She opened my eyes & passion for dentistry again!"

~ Cindy Thackery

"Rhonda's script is very eloquent; flows her words so naturally."

~ Carl Futenma, DDS

"Coaching my staff more effectively, training my team to make them the best they can be, increased verbiage. All of this for the best possible outcome for our patients."

~ Michelle Stafford, DDS

HOTEL INFORMATION

Limited Rooms – Reserve Early!

(When reserving your room, mention the conference for our special rate.)

GIG HARBOR, WA: SEPTEMBER 13-15, 2012

See our website for nearby hotels: www.MilesGlobal.net

ORLANDO, FL: NOVEMBER 1-3, 2012

Embassy Suites-International Drive/Convention Center • (407) 581-4273

8978 International Drive | Orlando, FL 32819

www.embassysuitesorlando.com

CONFERENCE FEES

\$795/person;

\$695/person for two;

\$525/person for three or more;

* Additional 10% off for 10 or more

Fees include course materials and certificate.
Hotel cost separate.



CONFERENCE SCHEDULE

DAY 1 8-8:30am: REGISTRATION

12:00pm: LUNCH (NO HOST)

8:30-4:30pm: PROGRAM

DAY 2 8-4:30pm: PROGRAM

12:00pm: LUNCH (NO HOST)



NOTE:
THIS CONFERENCE COUNTS AS
18 CE CREDITS

Approved PACE Program Provider
FAGD/MAED Credit Approval does not
imply acceptance by a state or
provincial board of dentistry or AGD
endorsement.

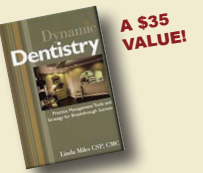


REGISTRATION

Miles Global Ultimate Dental Team Conference Dates:

- CHOOSE A DATE
- GIG HARBOR, WA
SEPTEMBER 13-15, 2012
 - ORLANDO, FL
NOVEMBER 1-3, 2012

The first 25 people to sign up receive a FREE copy of Dynamic Dentistry!



Practice Name: _____

Specialty: _____

Address: _____

Phone: _____

Fax: _____

Email: _____

Website: _____

Name: _____

Name: _____

Name: _____

Name: _____

Name: _____

Check Enclosed \$795 x 1 person = \$ 795

Charge my AMEX VISA MasterCard \$695 x 2 persons = \$ 1390

\$525 x 3 persons or more = \$ _____

VSS \$195x _____ persons = \$ _____

Total = \$ _____

Card# _____

Security _____ Exp _____

Cardholder Name _____

Signature _____

Charge Amount _____ Credit Card Zipcode _____

Cancellation Policy: Due to our obligation to hotel and meeting planners, registration fees are **non-refundable** but if cancellation is necessary, a **CREDIT** will be issued towards a future Miles Global event. On-site taping is **not permitted**. Thank you for your cooperation.

MAIL TO: Miles Global
3519 56th St NW Suite 240
Gig Harbor, WA 98335

REGISTER BY PHONE: 800.922.0866

OR FAX TO: 253.857.0834

FOR MORE INFO: www.MilesGlobal.net

Receive \$50 tuition discount/person if you register 60 days prior to event. (Must register for both the DTC and the VSS.)