

# 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.

"It was a great value to my practice!!"

—Dr. Van Dyke/Sumner, WA

"Dr. Savage gives you all the words to say and she gives you the systems to work with the practice. I am so excited to get back and implement everything!"

— Dr. Cody/Sugar Land, TX

"I was so impressed with this seminar, I just wanted to turn around and come right back!"

—Sierra (OA)/Federal Way, WA

### ■ MILES GLOBAL...NEW OFFICE ADMINISTRATOR COURSE TO THE RESCUE!

■ Based on hundreds of requests, Miles Global has put this exciting program into a two-day format with intense hands-on training for Office Administrators from all over the country. There will be time for group interaction, questions and answers, as well as afternoons free for more interaction or personal reflection.

■ We welcome dentists or dental spouses (co-owners of the practice) who may wish to attend this course with their OA so they too may understand the dynamics of this important position. This course is also excellent for those dentists who wish to know how to be one's own Office Administrator. Discover the five levels of authority each dentist is most comfortable with as a business owner and how this impacts his or her delegation to not only the Office Administrator but also to other team members.



■ **LIMITED ATTENDANCE! REGISTER EARLY AND SAVE!**

■ Early seminar registrations required as this course will be a sell-out based on initial response.

*Miles Global*  
The Leaders in Dental Consulting

3519 56<sup>th</sup> St NW

Suite 240

Gig Harbor, WA 98335

# Office Administrator Workshop

DO YOU HAVE WHAT IT TAKES TO LEAD YOUR PRACTICE?



FEBRUARY 2-4, 2012  
NAPA, CA

MAY 17-19, 2012  
BOSTON, MA

OCTOBER 4-6, 2012  
LAS VEGAS, NV

PRESENTED BY:  
DR. RHONDA SAVAGE  
CEO, MILES GLOBAL

(FORMERLY LINDA MILES & ASSOCIATES)

*Miles Global*  
The Leaders in Dental Consulting

[www.MilesGlobal.net](http://www.MilesGlobal.net)

IF YOU ARE AN  
OFFICE MANAGER, A DENTIST,  
OR THEIR SPOUSE THIS  
WORKSHOP IS FOR YOU!



**DENTIST ALERT!**

Smart dentists of this era have learned to delegate the important tasks of office administration to a qualified middle management individual. Some have been very successful at finding, training, and trusting this valued employee while other dentists struggle with the task. Some doctors prefer to do the duties themselves rather than try to find someone. They often have no idea how to train and support this key employee.

Too many Office Administrators become disillusioned trying to do a job they have never been formally trained to do.

**DENTISTRY HAS BECOME VERY MULTI-TASKED**

No longer can dentists keep up with total patient care, the business of dentistry, marketing, continuing education, the facility, new techniques, materials, technology and personnel. Simply put...dentists need help. Knowing how to hire this person has become a real time-consuming task. Many Office Administrators have a title but little knowledge of how to do the job correctly. They receive little respect from the team they are trying to direct and empower, and receive little praise from the dentist owner, since things are not going as smoothly as the dentist hoped.

**TOPICS INCLUDE:**

- The Whys and Hows of Hiring and Training
- The Office Administrator's Sphere of Responsibilities
- Management Systems (Scheduling, Recall/Reactivation, Charting, Collections, Insurance, Inventory)
- Personnel Management, Hiring and Retaining (Instilling Teamwork, Enthusiasm and Accountability)
- Budget and Overhead Control
- Becoming an On-site Consultant to Your Own Office

PRE-EVENT SESSION  
"LEADERSHIP  
VERBAL SKILLS"

As a dentist or as an office manager, have you ever felt like you "could've said it better"? Effective communication is the art of successfully delivering your message. (But I DID that! Why do I have to repeat myself again?) I do understand how you feel! However, your ability to lead is determined by your communication skills, clearly defined systems and accountability, plus effective motivational skills and we get little to no training in these areas. It's your job to lead, inspire and train. We can help! At our leadership verbal skills session, you'll gain those verbal tools you can immediately implement into your practice. A great course to attend prior to the OAW systems training; sign up now as space is limited.

- Interviewing Skills
- Clearly defined expectations
- Daily coaching
- Crucial conversations
- Dealing with difficult people (employees or patients)

Leadership Verbal Skills (LVS)  
Course held from 1-5 p.m.  
Cost ONLY  
\$225/person

This session will be held the afternoon prior to the Office Administrator's Workshop.

**REGISTER EARLY AND SAVE!**

- Leadership at all levels
- When an Office Administrator is warranted in a dental office
- Why the title Office Manager is not a good idea
- What the primary duties of an Office Administrator are
- What traits (personal and professional) must the Office Administrator possess to excel in this position
- The pros and cons of promoting the Office Administrator from within the existing staff or hiring from the outside

TO REGISTER CALL 1.800.922.0866

NOTE:  
THIS CONFERENCE COUNTS AS  
18 CE CREDITS (FOR 3 DAYS)

\*DANB certified course qualifies for AADOM credit towards fellowship.  
\*Approved PACE Program Provider FAGD/MAGD Credit Approval does not imply acceptance by a state or provincial board of dentistry or AGD endorsement.

Academy of General Dentistry  
**PACE**  
Program Approval for Continuing Education

Registration

■ FEBRUARY 2-4, 2012 | NAPA, CA

Embassy Suites Napa Valley  
1075 California Boulevard | Napa, CA 94559  
Call (707) 253-9540

■ MAY 17-19, 2012 | BOSTON, MA

Embassy Suites Boston-at Logan Airport  
207 Porter Street | Boston, MA 02128  
Call (617) 567-5000

■ OCTOBER 4-6, 2012 | LAS VEGAS, NV

The Platinum Hotel  
211 East Flamingo Road. | Las Vegas, NV 89169  
Call (877) 211-9211

Practice Name: \_\_\_\_\_  
 Specialty: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Website: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Name: \_\_\_\_\_

Check Enclosed  Charge my  AMEX  VISA  MasterCard

OAW \$895 x 1 person = \$895  
 OAW \$895 x 2 persons = \$1790  
 OAW \$895 x \_\_\_\_\_ persons = \_\_\_\_\_  
 LVS \$225x \_\_\_\_\_ persons = \_\_\_\_\_

Call to register 5 or more attendees at a DISCOUNTED RATE!

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](http://www.MilesGlobal.net)

Register 60 days prior to any event & save \$135 off total tuition. (LVS & OAW)