



*Ready for increased profitability, better communication,
and a relaxed, inviting environment for patients and team members?*

Whether you're in a small, growing practice seeking guidance in a particular area, a well-established dental firm with serious challenges, or somewhere in between, **Lois Banta's** speaking presentations can help your practice thrive so that you can focus on the health and wellbeing of your patients.

As a staff trainer, team builder and speaker, Lois effectively teaches the dental team how to move in the same direction, while performing their individual tasks. Lois' presentations offer proven techniques to *boost revenue, decrease stress, and build a positive atmosphere* where employees love their jobs and patients look forward to visits.

Choose from Lois' most requested course offerings below. **Mix and match** to create your customized single- or multi-segment breakout or full day session.

10 Top **Management Tools** for a Successful Practice

Learn the key systems and strategies for fine-tuning **communication**, **monitoring** your practice effectively, streamlining **scheduling**, increasing **collections**, building an enthusiastic **team** and generating infectious **referrals**. See the magic happen within your dental team right before your eyes!



High Impact communication: Words to Use... and Words to Lose

Explore effective communication techniques for **improving scheduling and reducing open time, increasing case acceptance, and fine-tuning financial arrangements**. Learn protocols and systems for *retraining* the troublesome patient. Discover how to **recognize and resolve** difficult situations with patients, insurance companies and even your own team members.



Anatomy of a Winning Team: Building a Foundation for Success



Learn *simplified* systems and protocols for **team development** that will allow you to **refine roles and clarify job descriptions** in the practice. Discover *concrete, positive solutions* to **reinvigorate** your entire team and create *contagious positive attitudes*. *Sometimes the solutions are right in front of you.*

Playing the Insurance, Collections And A/R Game...Your Way!

Learn how to **motivate patients to pay**, make successful collection calls, and reduce A/R. Create **effective financial arrangements** (including 3rd party financing, insurance reimbursement, and cash paying patients). Understand **detailed narratives**, patient record **documentation**, and use of dental coding systems. Recognize **listening styles** and phrases needed to get positive results, and fine-tune your active listening skills.

