



MAKING THE TEAM

HIRING, CULTURE,
PROFESSIONALISM,
PRODUCTIVITY

4 CE CREDIT
COURSE

Laura Nelson

Founder of
Front Office Rocks™



PACE
ACADEMY of
GENERAL DENTISTRY
PROGRAM APPROVAL
FOR CONTINUING
EDUCATION

Advanced Periodontics and Implantology Nationally
Approved PACE Program Provider for FAGD/MAGD credit.
Approval does not imply acceptance by any regulatory
authority or AGD endorsement. 12/1/2023 to 11/30/2027.
Provider ID# 400854.

BIO:

Laura Nelson is known internationally as the Leader in Dental Front Office Solutions and Training. A keynote speaker, author, and coach, Laura is best known as the founder of Front Office Rocks™, a virtual training platform for dental teams that offers virtual training in all areas of the dental office and teaches the importance of exceptional customer service.

OBJECTIVES:

- Define your WHY and Remember your PURPOSE
- Explain the business cycle and the importance of customer service in the dental office.
- Recognize how to become an active listener.
- Discuss the key to case acceptance by breaking down and analyzing the buying cycle
- Identify and apply solutions to common appointment scheduling problems.
- Distinguish the difference between being proactive and reactive to practice issues



COURSE LOCATION
SOHO BANQUET CENTER
34615 WARREN RD.
WESTLAND, MI 48185

COURSE DATE **25**
SEP 2024

FLAT FEE
\$295.00 / PER OFFICE

REGISTRATION
8 AM - 9AM

COURSE
9 AM - 2 PM



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