

Growing Minds, Growing People

Over the last few months, there has been a clear rise in the demand for cosmetic dentistry, something that is wonderful for practices and exciting for dentists.

This does, however, bring some challenges, perhaps most significantly for the receptionist and treatment co-ordinator (TCO), both of whom are likely to struggle with longer patient lists and queries.

We at NBS Training understand these added pressures and empathise with the receptionist and TCO need to meet growing demand in this area.

With all of that in mind, Tracy Stuart, founder of NBS Training, has put together a formula that can be tailored to meet the needs of YOUR team, so that you can put processes in place to alleviate the added stress, resulting in a happy team and happy patients, plus a healthy bottom line for the business.



Simple fixes, practical application

With a no-nonsense approach, Tracy will focus on exploring the links between mind-set and your core business, resulting in improvement in performance and leadership.

- ✓ Learn strategies and ways to integrate mind-sets
- ✓ Understand how beliefs shape behaviour
- ✓ Discover the impact of feelings on the sales cycle and decision-making process
- ✓ Become skilled in the power of 'yet', the realisation that some things are worth waiting for, and those things take work.

Aims and Objectives

The aim of the morning session is to help delegates understand themselves, and how to become the best versions of themselves.

In the afternoon, participants will learn more about the systems that can help support this change in mind-set to help receptionists and TCOs meet the growing demand in their role, such as:

- The sales mind-set and the use of templates and videos, plus understanding how to engage patients via telephone calls, emails, and social media enquiries
- Diary management
- Zoom consultations for the TCO and other front-of-house team members
- The patient journey, including Covid challenges, making best use of digital systems, etc
- Follow-up techniques
- The changing role of front-of-house team members and TCOs.



When and Where

To be held on 24 September in Kent between 10am and 4pm (resulting in five hours of Enhanced CPD), this incredibly insightful course is FREE to members already on the NBS 12-month plan, otherwise still great value at £595 for anyone new to NBS.

With numbers strictly limited to a maximum of 10, act now so as not to miss this wonderful opportunity to take part in a no-holds-barred, troubleshooting front-of-house workshop, offering processes with immediate application in practice.