

CONVERSATIONS THAT COUNT

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3 STEPS TO LEAD YOUR TEAM & ELEVATE PRACTICE PERFORMANCE

1. Establish the _____ of Excellence.
2. _____ your level of Execution.
3. Turn up the _____.

CONVERSATIONS THAT MATTER

New Patients

- What makes your office special? _____
- What do you want to be known for? _____
- What are the patient's expectations? _____
- What do you want the patient to do? _____

FIRST IMPRESSIONS MATTER.

Reduce or Eliminate Broken Appointments

- How to play tennis: _____
- Add value to your services: _____
- Power Words / Weak Words: _____

Insurance

Be insurance aware but not insurance driven by:

1. _____
2. _____
3. _____

"Do you take my insurance?" _____

COMMUNICATE THROUGH THE PROCESS:
