

CONNECT 4SUCCESS

Dental Team Conference

FRIDAY, JUNE 14, 2019 | THE REGALIA HOTEL & CONFERENCE CENTER
250 RACQUET CLUB ROAD IN LAKE OZARK

SEND YOUR ENTIRE DENTAL TEAM FOR CONTINUING EDUCATION

The Dental Team Conference is a new offering this year from the MDA to ensure we're providing not only a great program for dentists, but also a program for the dental team members who help to make the practice great! Dentists can attend the Connect4Success conference while dental team members have their own conference just down the road, featuring renowned speaker (and Missourian) Lois Banta. The Dental Team Conference has its own speaker, schedule, exhibits and location—at the Regalia Hotel & Conference Center—just minutes from Camden on the Lake Resort, host to the Dentist Conference. Both resorts offer beautiful amenities, fantastic dining and spa services . . . all within the Horseshoe Bend area of the Lake.

SCHEDULE OF EVENTS

THURSDAY, JUNE 13, 2019
CAMDEN ON THE LAKE

7P – 9:30P "FIRE & ICE" WELCOME
RECEPTION AND
EXHIBITS PREVIEW

FRIDAY, JUNE 14, 2019
THE REGALIA HOTEL & CONFERENCE CENTER

8A REGISTRATION AND
EXHIBITS OPEN

8A – 9A CONTINENTAL BREAKFAST

9A – NOON LOIS BANTA
*High Impact Communication: Words
to Use and Words to Lose*

10:30A REFRESHMENT BREAK

NOON – 1:30P LUNCH

1:30P – 4:30P LOIS BANTA
*Helping Your Doctor Build a Rock Star
Dental Practice*

3P REFRESHMENT BREAK

4:30P – 5:30A SOCIAL HOUR

LOIS BANTA is CEO, President and Founder of Banta Consulting, Inc. From being a former terrified dental patient to now popular international speaker and dental consultant, Lois has been involved in dentistry for more than 30 years. Her "SCI" approach—See, Commit, Implement—has allowed her to take practices from mediocrity to excellence. A no-nonsense approach and tenacity have earned this 5-foot-tall dynamo the apt reputation "Ten Foot Tall & Bullet Proof." As a staff trainer and team builder, Lois effectively teaches the dental team how to move in the same direction while performing their individual tasks. Her recipe for success is applied to practices of all sizes and her program is an essential for dentists and dental teams who are committed to reaching their potential. A well-published writer, some highlights of Lois' work includes a monthly column in Dental Economics, featured writer spots in AGD's Dentistry Today and numerous other journals.



MODENTAL.ORG/C4S-DT
REGISTRATION NOW OPEN!

ADA C.E.R.P.[®]
Continuing Education
Recognition Program

The Missouri Dental Association is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. The MDA designates this activity for 5.5 continuing education credits.

WELCOME RECEPTION & EXHIBITS PREVIEW

Arriving Thursday evening? Then join us at Camden on the Lake from 7p-9:30p in the Exhibit Hall for a "Fire & Ice" welcome reception and preview of exhibits! Enjoy hot wings, cold drinks and an ice cream sundae bar (families welcome) while you meet and greet other attendees and spend some one-on-one time with our exhibitors before CE begins.

RESERVE YOUR ROOM NOW

The Regalia Hotel & Conference Center is located at 250 Racquet Club Road in Lake Ozark. For team members wanting to socialize with doctors attending Connect4Success, the resorts are less than a 10-minute drive apart. Rooms available are: King or Double Rooms (\$179 plus tax, per night). Check in 4p, check out 11a. Make reservations by calling 888-265-5500 and state you are with the MDA.

Deadline is May 14, 2019.

HIGH IMPACT COMMUNICATION: WORDS TO USE AND WORDS TO LOSE

FRI AM | 2.75CE

Have you ever felt as though your communication wasn't effective? In this course you will learn fail-safe ways to communicate with patients and each other. Learn the key do-say/don't-say strategies that can result in case acceptance, timely payments and effective scheduling.

Objectives:

- Implement effective communication guidelines for scheduling and reducing open time
- Discuss financial arrangements
- Communicate when you collect from patients and insurance companies
- Discuss treatment plans, diagnoses, etc.
- Handle objections
- Manage handoffs from clinical staff to administrative staff and vice versa
- Turn patient needs into wants at key communication moments

HELPING YOUR DOCTOR BUILD A ROCK STAR DENTAL PRACTICE

FRI PM | 2.75CE

This lecture is designed to identify great ways for all team members to help re-motivate and re-energize the practice. Great leaders lead on purpose. Building a ROCK STAR practice takes dedication, planning and input by the whole team, but it also can be a fun journey.

Objectives:

- Learn how to create contagious positive attitudes
- Identify ways to become an AMAZING team and help develop ROCK STAR systems, protocols and verbal skills
- Learn how to design and use morning huddles and weekly team meetings to ramp up amazing results for the team

REGISTRANT Print clearly for accurate processing. Up to 5 registrations per form. Make a copy of registration for your records.

Name _____	Email _____	\$149
Name _____	Email _____	\$149
Name _____	Email _____	\$149
Name _____	Email _____	\$149
Name _____	Email _____	\$149

REGISTRATION DEADLINE: JUNE 5, 2019

REFUNDS & CANCELLATIONS

Any request for a refund/cancellation must be made in writing to Mandy Lewis at mandy@modentalmail.org. A \$50 cancellation fee will be charged per registrant for all refunds prior to June 5, 2019. Refunds will not be granted for any reason after 11:59p, June 5, 2019. On-site registration will be available for an additional \$25 fee.

REGISTER ONLINE AT MODENTAL.ORG/C4S-DT

Return completed form with check or credit card payment to:
Missouri Dental Association, 3340 American Ave, Jefferson City MO 65109

Credit Card Payments Only: Fax to 573-635-0764

Questions regarding this registration, call the MDA at 573-634-3436 or 800-688-1907.

PAYMENT DETAILS

Grand Total \$ _____

Check VISA MasterCard Discover

Card # _____

Exp Date _____ CSV _____

Signature _____ Phone _____

Card Billing Address _____

City _____ State _____ Zip _____

Will you be attending the Thursday Fire & Ice Welcome Reception at Camden on the Lake? Yes - Qty. _____
 No