

Are We Having Fun, Yet? Humor and Peak Performance in the Dental Practice

As practices attempt to achieve their goals, no barriers are more formidable than attitude, self-esteem and team enthusiasm.

Therefore, the first aspect of learning effective patient service skills is to develop a staff of highly energized people with a high self-esteem quotient. Self-esteem is the single most important factor influencing our ability to achieve personal & professional success. Studies show that people with a positive attitude get sick less often, have better relationships, and are more successful in their careers. Attitude is contagious and helps create an energized work environment. It is also a powerful skill to have in dealing with difficult patients and/or staff personnel.

This highly interactive session will literally have the audience coming out of their seats by learning how to leap from their procrastinations and crash through their comfort zones. Your practice will learn how to make fears disappear, visualize their goals, work together, move forward, and have fun doing it.!

It has been said that there are three kinds of people in the world; those that make things happen, those that watch things happen, and those that say, *What Happened?*

If you are looking to fire up your team by building individual and group motivation, then this session is for you..

This program will enable you to:

- Manage your mood even in difficult times
- Work with negative people who pull you down
- Increase your performance and productivity
- Learn the origins of negative behavior
- Discover how not to react to reactive people
- Create an energized culture and climate in the office
- Increase your customer service effectiveness
- Understand causes of low self-esteem
- Understand the vital link between self-esteem and performance
- Exceed the expectations of people seeking your services
- Increase the self-esteem and performance levels of team members
- Decrease intra-staff conflict
- Expand the confidence of your staff for increased responsibility, investment and leadership
- Increase skill level in dealing with difficult personality types
- Positively influence the behavior of others
- Create a highly energized environment which fosters fun while promoting performance
- Decrease negative responses to stressful situations
- Increase patient satisfaction