

Join us for our newest workshop specifically targeting office administration.

Dental Office Administrator

The *Dental Office Administrator* workshop is an opportunity for dentists looking to take their Office Administrators to the next level of performance and professionalism.

Designed to help an administrator develop their skills, this two-day workshop provides the confidence they need to run an efficient and productive practice.

Your administrator will learn strategies to:

- Organize and conduct a successful and effective morning alignment meeting focused on case management, existing patient retention, and internal marketing opportunities
- Organize the office's Relationships and Practice Retention process and support the relationship based practice concept and protocol with expert designed and tested language skills and scripting
- Train your team on a customer service approach that far exceeds the expectations of your new and existing patients so they are excited about their dental visits and tell others
- Prepare a comprehensive treatment plan that is ready for patient discussion, financial options, and scheduling as well as follow-up tracking protocol
- Create an office schedule using a customized ideal day template based on your vision and financial goals

Call **877.344.6978** or register online at www.merceradvisors.com/office

Provide your Office Administrators with the confidence, knowledge, and tools they need.

Tuition: \$599 (up to two guests per practice per workshop)

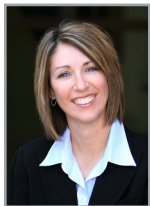
Upcoming Dates:

March 22–23, 2012 Scottsdale, Arizona

June 21–22, 2012 Scottsdale, Arizona

For more dates, please visit www.merceradvisors.com/workshops

WORKSHOP SPEAKERS



Suzanne Rassy
Manager of Consulting Education

Suzanne has more than 25 years of experience in the dental industry. She has worked as a dental assistant, treatment plan coordinator and dental office manager. Prior to becoming a consultant in 1997, she worked with the Canadian Dental Association organizing its annual convention and heading the management support team. Suzanne joined Mercer Advisors in 2004 and has been involved in the creation and development of consulting strategies and tools. She now enjoys her position as Educator and coach for Mercer Advisors' team of consultants.

Kathy Brodal
Educator

Kathy has been active in the dental industry for nearly 30 years and her experience spans all areas of the industry — from certified dental assistant to office manager, practice consultant and director of Continuing Education workshops. Since joining Mercer Advisors in 2004, Kathy has used her knowledge of dentists and their professional needs to bring the organization to higher levels of excellence; first as a Practice Analyst, then as Director of Workshops, and now as Educator.

In her current role, Kathy is responsible for maintaining relationships with our 360° Planning clients in addition to creating educational and training material for our consultants' use.

Effective office administrators must be problem solvers, empowering leaders, dependable and trustworthy. They must have a professional demeanor and appearance, have excellent communication and customer service skills, and have a sound understanding of business principles.

Mercer Advisors' Dental Office Administrator workshop has been expertly designed with these principles in mind.

WHO SHOULD ATTEND

Experienced Office Managers and Lead Administrators.

Note: This is a skill building workshop and not intended to train new administrators.

Call **877.344.6978** today or register online.

Speakers subject to change.

Mercer Advisors Inc. is not a registered investment advisory firm but is the parent company of Mercer Global Advisors Inc., which is registered with the Securities and Exchange Commission. All investment-related services are rendered through Mercer Global Advisors Inc.

877.344.6978 | www.merceradvisors.com

MERCER
ADVISORS™