

Denise Ciardello

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**SPEAKER
PACKET**





Denise will customize her speaking presentations to deliver specific knowledge and skills to meet your meeting objectives. Denise's aim is to make the experience rewarding—and fun!—for you and your attendees.

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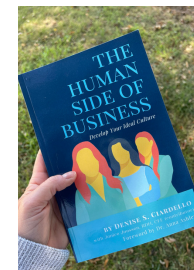
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Presentations Available

The Human Side of Business

Develop your Ideal Culture

Truly the most difficult part of running any business is the human side since it involves emotions, feelings and opinions. In this presentation we will review the steps to address the human side of business without feeling like you need a degree in Emotional Intelligence.



Dental Pearls to Improve Your Practice

Daily reminders to keep you more organized

Every day you work to keep your practice operating smoothly, efficiently and productively. It is often easy to overlook or forget the 'little' things. It is the little things that help your office do big things. We have put together all the little pearls we feel are important to remember and each day you can review our tips, tricks and quotes to aid you in your journey.



Discover the 'Secret Sauce' for Patient Retention

Emphasizing Exceptional Patient Care

Every dental office has a culture that defines whether the office is patient, time or technology focused. In this high energy, interactive presentation, we will learn the significance of creating greater patient satisfaction through a total team approach.



Biography

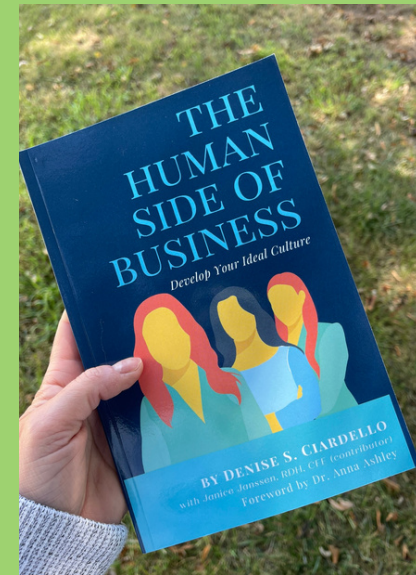
Denise Ciardello is co-founder of Global Team Solutions, a practice management consulting firm. A professional speaker and published author, her enthusiasm and knowledge about the dental profession have helped many dental teams. She brings experience, insight, and creativity into her management style, along with a sense of humor. She is a champion of change, and says the biggest challenge of working with practices is people who think they know it all or are resistant to trying new things.

The Human Side of Business

Develop your Ideal Culture

Truly the most difficult part of running any business is the human side since it involves emotions, feelings and opinions.

We will review the steps to address the human side of business without feeling like you need a degree in Emotional Intelligence; you merely need to maintain a stance of awareness, perception and recognition.



For Dentists, Practice Owners & Dental Teams

In this interactive discussion, we will address the methods for developing your ideal culture.

Objectives:

- Acquire your ideal team
- Define strategies for a cohesive team
- Develop systems for a strong business environment



Dental Pearls to Improve Your Practice

Daily reminders to keep you more organized

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We have put together all the little pearls we feel are important to remember and each day you can review our tips, tricks and quotes to aid you in your journey.

For Dentists, Practice Owners & Dental Teams

In this energetic, interactive session, we will review protocols and systems that keep an office running smoothly on a daily basis.

Objectives:

- Develop a habit of daily protocol review
- Design a method of organization
- Prepare for details that slip through the cracks



Discover the 'Secret Sauce' for Patient Retention

Emphasizing Exceptional Patient Care

Every business has a culture and dental offices are no different and this culture defines whether the office is patient, time or technology focused. The standards and values of the team are apparent to a patient as soon as the phone is answered.

When the emphasis of the practice is placed on exceptional patient care, the team becomes an asset that will continue to grow over time.



For Dentists, Practice Owners & Dental Teams

In this high energy, interactive session, learn the significance of creating greater patient satisfaction through a total team approach.

Learn techniques for creating a practice environment that generates raving fans who happily refer. Join us for this lively discussion of practice building methods through great customer service.

Objectives:

- Learn steps for implementing the professional culture that patients will treasure
- Outshine your competitors with great customer service
- Explore effective forms of patient communication and customized protocols
- Define a standard that encourages internal marketing and patient referrals
- Learn how to attract and retain service focused team members



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Denise Ciardello is co-founder of Global Team Solutions, a practice management consulting firm. A professional speaker and published author, her enthusiasm and knowledge about the dental profession have helped many dental teams. She brings experience, insight, and creativity into her management style, along with a sense of humor. She is a champion of change, and says the biggest challenge of working with practices is people who think they know it all or are resistant to trying new things. The best part of Denise's job is those moments when clients "get it," those a-ha moments that can put a practice on the track to serious success.

Along with her talent for business, Denise has gained numerous distinctions in her industry. She is co-author of OMG! Office Management Guide, the "bible" used in training workshops. She is a past president of the Academy of Dental Management Consultants; member of the National Speakers Association and Toastmasters International.



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