



Powerful Communications: The Foundation of a Successful Team

Meeting Thursday, April 1st from 6pm-8pm

CE Credits: 2 hr.

AADOM Members: *No Charge*

Non-AADOM Members: \$30



**Has the “Glow of Harmony”
become a “Cloud of Discord”?
Is communication (or lack thereof) getting
in the way of practice productivity or
patient care?**

Clear, empowering communication and self-directed leadership is the key to a motivated and cohesive team. Without it, there is frustration, disorganization and low expectations. In this interactive session, learn skills to build a great team and provide clear standards for their work. With an emphasis on leadership, problem solving, harmony and collaboration, productivity can be rejuvenated and maintained.

Learning Objectives:

- ▶ Define accountability and the elements of a successful team
- ▶ Identify the steps to resolving conflict, misunderstandings, tension & gossip
- ▶ Discover the power of meetings
- ▶ Learn to have fun at work and restore harmony in the team
- ▶ Create a professional culture that your patients will treasure



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 healthcare profession have helped many

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. 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.

Denise S. Ciardello

Speaker | Coach | Author

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