



TORONTO IMPLANT INSTITUTE

Mentoring • Educating • Advancing

EXCELLENCE IN THE CUSTOMER EXPERIENCE FOR THE DENTAL TEAM

powered by

Disney Institute

March 1, 2024

Learn How To:

- ♦ Assess and improve your organization's commitment to quality service
- ♦ Differentiate and elevate your service to become a provider of choice
- ♦ Design standards for quality service and create a consistent service experience
- ♦ Evaluate the needs, wants, stereotypes and emotions of your customers at an individual level
- ♦ Understand the processes necessary to develop a culture that consistently delivers exceptional service
- ♦ Recover effectively from a service failure and turn it into an opportunity to strengthen customer relations



**1-Day
Program
TORONTO**

Disney
INSTITUTE



***Customized
workshop
for you
and your
Dental Team!***

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EMPLOYEE ENGAGEMENT AND LEADERSHIP FOR THE DENTAL PRACTICE

May 3-4, 2024

Learn How To:

- Adapt Disney business insights to assess and improve your organizational culture
- Shape your work culture based on desired employee behaviors and select people who are a right fit
- Use training strategies that help employees build confidence in their roles
- Improve communication, empower employees and strengthen morale
- Learn strategies and techniques that can help improve your office work culture

***Learn ways to foster
better leadership in
your organization***

- Identify the personal values that drive you as a leader
- Create alignment between your personal values and vision and those of the business or team
- Share a compelling vision for the future that drives action today
- Understand the values-infused role of a leader in culture-building and team support
- Sustain your organization's values and vision during times of change
- Gain insight into establishing your own legacy as a leader

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**2-Day
Program
ORLANDO**



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***Experience key insights
from inside
The Disney Parks!***



Distinguish Your Team & Your Practice

SPACE IS LIMITED!!

COURSE FEE:

1-DAY TORONTO:

DENTIST \$2600 CAD + Tax
TEAM MEMBER \$1350 CAD + Tax

2-DAY ORLANDO*:

DENTIST \$5295 CAD
TEAM MEMBER \$2895 CAD

*Includes Disney Park
learning experience!

GET ON TRACK



Consistently align your
team to keep them
moving forward in the
same direction.



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Inspire

Empower

Transform



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