

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





Customized workshop for you and your Dental Team!

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

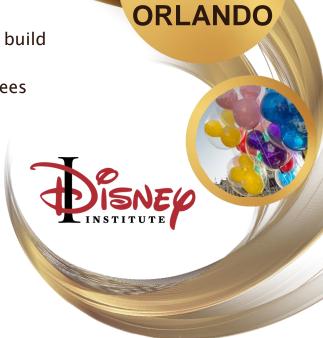
 Use training strategies that help employees build confidence in their roles

• 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



2-Day

Program

Experience key insights from inside
The Disney Parks!



Distinguish Your Team & **Your Practice**

SPACE IS LIMITE



COURSE FEE:

1-DAY TORONTO:

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

2-DAY ORLANDO*:

DENTIST \$5295 CAD **TEAM MEMBER \$2895 CAD** Inspire

*Includes Disney Park learning experience!

Empower

Transform

GET ON TRACK



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



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