

## OWNERSHIP IN THE EXTREME:

### *A Mini-MBA in Dental Practice Management*

If your practice dreams are continually obstructed by recurring challenges and conflicts, it may be time to examine management practices, teamwork, and leadership within your practice.

Gain powerful tools and evidence-based management systems that can take your business to the next level. Explore the Toyota Production System—the basis for almost all advanced quality improvement systems in practice today, from LEAN to Six Sigma. All teams can perform to a high standard once clear goals are established, expectations are clarified, and the team agrees to perform as a group to accomplish the goal.

Dr. MaryJane Hanlon shares a leadership toolkit and philosophy centered around continuous improvement, communication skills, honest assessment of self and others, and becoming a learning organization. Real life case-studies illustrate the importance of developing clear goals, expectations, and performance objectives as a team. Explore how basing management decisions on a long-term philosophy can create a thriving business with satisfied patients.



**MJ Hanlon, RDH, DMD, MBA**  
617-719-2200  
drmjhanlon@gmail.com  
www.drmjhanlon.com



## LEARNING OBJECTIVES:

- Identify the phases of customer service excellence and outcomes associated with each
- Recognize the traits to encourage and develop in staff members
- Discuss the role of consensus-building versus top-down decision-making in practice management
- Analyze the Action-Reflection Learning Cycle and its role in team training and development
- Describe the Seven Wastes, Kaizen, and Principles of the Toyota Way
- Define the roles of communication, leadership, and mentoring in a successful practice

### **Suggested Format:**

Full or Partial Day; Lecture, Workshop

### **Suggested Attendees:**

Practice Owner, Dentist, Full Team

Deeper dive into the key components of knowledge necessary to lead a professional, healthy dental practice.

