

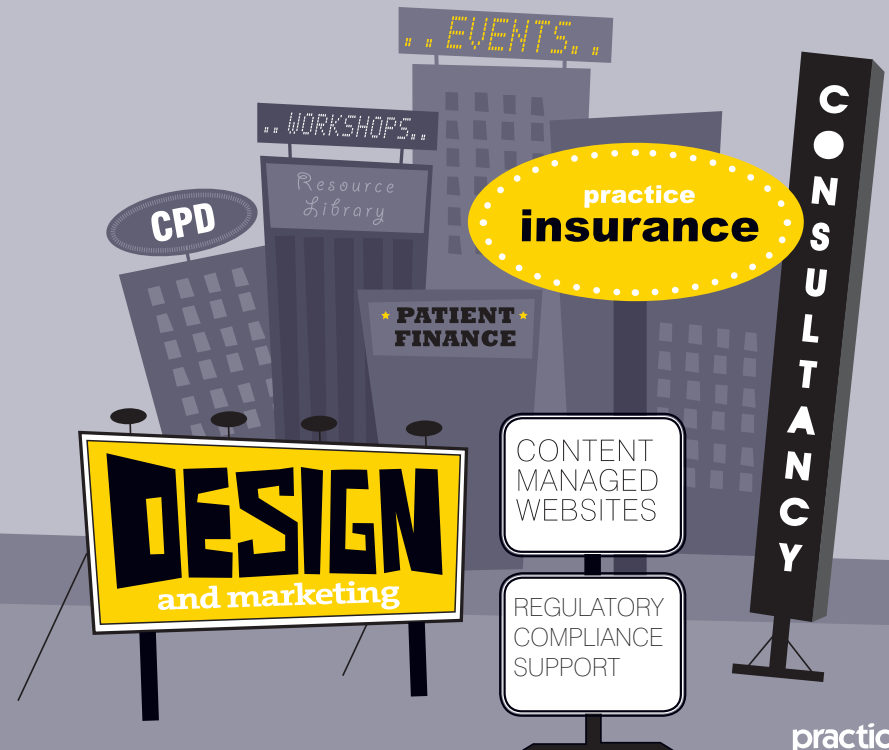
Practice Plan introduces...



BOOK NOW TO AVOID DISAPPOINTMENT!

Events to help develop your skills and grow your practice

Launched as part of the Practice Plan Group, the BoD brand will offer a range of business support services to all UK dentists. As a Practice Plan member, you will have access to the **best rates** for these services via PPHub including delegate costs for attending any events organised under the BoD brand!



Are you a practice manager?

Would you like your practice to become a more efficient and profitable business?

Fiona Stuart-Wilson and John Shepherd will deliver content designed to help you **understand the role** of the Practice Manager and help you **develop new skills** that will **improve your performance** over the course of three focused, full day workshops.

Each workshop entitles you to 5 hours of verifiable CPD and contributes towards the Institute of Leadership and Management (ILM) Level 5 award in Management.



40% discount for Practice Plan members

So, you're a manager? with Fiona Stuart-Wilson / John Shepherd

Location: **Newbury** Date: **28/02/2012**

Recruiting the right people with John Shepherd

Location: **Newbury** Date: **28/03/2012**

Developing and managing your team with John Shepherd

Location: **Newbury** Date: **24/04/2012**

refreshments will be included

Achieve Level 5 Award in Management

Workshops can be taken as stand-alone management development workshops or taken as a group. These can be used to gain the Institute of Leadership and Management (ILM) Level 5 Award in Management. The ILM is a respected national management institute with a track record in the delivery of management training and qualifications.

Participants will need to submit and pass three practice-based assignments. For the qualification there is a further fee of £500 including VAT per delegate. This covers a specified amount of one to one and group tutorial support via e-mail, telephone, downloadable course notes, registration and certification with the ILM and assessment fees.

All event prices are exclusive of VAT

See overleaf for details of how to book...

A recognised management qualification.

Each event costs **£200**
Only **£120** for Practice Plan members!

Events to help your practice succeed

We have created a jam-packed calendar, to get your cogs turning and galvanise you into action! Focused on the business of dentistry, these events can help your practice become a more efficient and profitable business.

40% discount for Practice Plan members

The perfect front desk

with Emma John



A one-day intensive workshop for practice managers and team members, designed to encourage a front desk team to be more effective and develop team ethos. The workshop will help you create a loyal, motivated team who can develop and run systems, whilst delivering a first class customer service.

Treatment coordination for profit

with Laura Horton

Understanding the role of a Treatment Coordinator (TCO) will help you understand who to put into this role and why the position is important for a 21st century dental practice. Laura will advise on different ways to use the role and how free consultations with a TCO works.



Creating a 'WoW' customer journey

with Les Jones, Simon Tucker & Richard Collard



Les Jones, Editor of BoD Magazine, teams up with Simon and Richard from Medenta to deliver an inspirational, hands-on event that will help you develop new ideas for a 'WoW' customer experience.

The perfect front desk with Emma John (Full day)				<i>refreshments will be included</i>		5 hrs verifiable CPD
23/02/12	Bristol	Cost £200	Practice Plan cost	£120		
20/03/12	Leeds	Cost £200	Practice Plan cost	£120		
Treatment coordination for profit with Laura Horton (Half day)				<i>refreshments will be included</i>		2.5 hrs verifiable CPD
22/03/12	Manchester	Cost £100	Practice Plan cost	£60		
17/04/12	West London	Cost £100	Practice Plan cost	£60		
WoW customer journey with Les Jones & Medenta (Full day)				<i>refreshments will be included</i>		5 hrs verifiable CPD
18/04/12	Birmingham	Cost £200	Practice Plan cost	£120		
16/05/12	Manchester	Cost £200	Practice Plan cost	£120		

All event prices are exclusive of VAT

See overleaf for details of how to book...