



**Andrea Greer RDH BS**

[www.OnPoint.Consulting](http://www.OnPoint.Consulting)

[andrea@OnPoint.Consulting](mailto:andrea@OnPoint.Consulting)

970.218.2209



**On Point**  
Dental Consulting



With over 25 years of experience in the dental industry, Andrea Greer brings a unique perspective to audiences throughout the US. Her combined knowledge of clinical excellence, workflow management, software training experience and communication expertise allows Andrea to connect with team members and doctors alike. Bringing her personal experiences to the podium, Andrea is engaging, humble, and relatable. She uses humor and her own life lessons to interact with audiences and the feedback is in! Audiences appreciate her ability to connect and deliver relevant information, with new ideas they can take back to the office and implement immediately.

## PRESENTATIONS

### IT'S TIME TO CHANGE THE CONVERSATION!

*Find your voice to build value for what you provide and increase patient loyalty*

### PREHEAT! PROMOTE! PRESENT!

*Master effective tools to increase treatment acceptance in the hygiene chair*

### BEST PRACTICES FOR THE DENTAL OFFICE LEADER

*Learn strategies and tools to ensure the success of your practice!*

### WARRIOR ON!

*Lessons, blessings and reflections from The Big "C"*

### JOBS AIN'T FOR SISSIES!

*Navigating employment relationships in today's dental practice*

# It's Time to Change the Conversation!

Find your voice to build value for what you provide and increase patient loyalty



## Course Objectives

- ◇ Recognize the key discussions to transform in your practice
- ◇ Master the components of effective verbal skills and how to apply them
- ◇ Master intentional communication with the doctor, the patient and the team
- ◇ Build the value of dentistry with specific talking points and strategies
- ◇ Empower your patients to become advocates for their systemic health through dental education

**Suggested format:** Half day, Interactive lecture

**Suggested audience:** Entire Team

There is a great deal of noise in dentistry. The noise of human resources and regulatory agencies; the noise from misinformation found on the internet and patients attempting to dictate how you practice dentistry; and loudest of all, the noise from insurance companies dictating dental care. Sadly, it seems that somewhere along the way, dentistry got distracted and lost sight of its value. The result is that dental care remains a low priority for many homes and families.

I say it's Time to Change the Conversation! I will teach several key conversations that can be changed to meet the challenge of increasing perceived value for dentistry and for your practice. This course will be a game-changer for you, your team and your patient family!

*"Enjoyed! Makes me excited to be in my field!"*

*Kayla P.*



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# Preheat! Promote! Present!

Master effective tools to increase treatment acceptance in the hygiene chair



Today's hygienist is challenged as never before with the ethical responsibilities of patient care and education. The role of the hygienist has evolved and leading patients to say 'Yes!' to treatment recommended is multi-faceted and challenging. And yet, this critical communication is not a skill that is taught in hygiene school, and it certainly is not intuitive to everyone.

Learn tried and true building blocks of communication and patient education that will dramatically increase case acceptance, develop patient engagement and build value for the care you provide to your patient family.

## Course Objectives

- ◇ Learn the step by step process to connect and build trust with patients
- ◇ Understand KPIs surrounding treatment acceptance
- ◇ Master intentional communication with the doctor, the patient and the team
- ◇ Build the value of dentistry using specific actions and strategies

**Suggested format:** Half day, Interactive lecture

**Suggested audience:** Hygienists and Dentists

*"Love speaker Andrea Greer – very pertinent information that can be implemented to make more successful – practice and individually!! "*

*– Janice B.*





# Best Practices for the Dental Office Leader

Learn strategies and tools to ensure the success of your practice!

What are the main strategies that dental office leaders need to employ without fail to ensure success of the practice? Whether you are the business owner or the office manager, you will formulate specific best practices that will allow you to focus on what you are best at!

Andrea will outline and discuss strategies that will lay a foundation for success and keep you informed and on track. You will return to your office with a plan for implementation of the practices she demonstrates, and be able to analyze them for strategic planning.

*“Presenter was awesome, she covered the material in an interesting manner. The topic was relevant and can be implemented right away. It was my first time hearing her and she was wonderful!! “*

*- Kristi Y.*



## Course Objectives

- ◇ Discover the critical reports to review daily, weekly and monthly
- ◇ Save money through outsourcing and delegation
- ◇ Know your Mission: Construct and demonstrate your vision and goals
- ◇ Create accountability and set expectations

**Suggested format:** Partial day, Interactive Lecture and Workshop

**Suggested audience:** Dentists, Practice Owners and Practice Managers



# Warrior On!

## Lessons, reflections and blessings from The Big “C”



On January 16, 2016, I got the call that no one wants. I had cancer. Thus began the hardest year of my career and my life. But it was a year of lessons, reflections and blessings. Are you prepared if your doctor or critical team member gets that call? What are the specific challenges we may see in a dental practice?

Come with me on my journey as I share the unexpected joys I gathered, the lessons I learned and how you can apply them in the dental practice. I will share strategies and best practices to better prepare you for the unforeseen.

### Course Objectives

- ◇ Understand the journey - each story is unique
- ◇ Develop your EQ to build trust and rapport
- ◇ Demonstrate support and encouragement effectively
- ◇ Overcome the challenge of asking for help in your practice
- ◇ Analyze strategies that can keep a practice running smoothly and integrate them for success

**Suggested format:** Up To Half day, Interactive Lecture

**Suggested audience:** Entire Team and Spouses

*“Very nice presentation! Kept viewers engaged and interested.”*

*– Jianca M.*



# Jobs Ain't For Sissies!

## Navigating employment relationships in today's dental practice

What does it take to meet the needs of today's employers? What are modern day team members looking for in their careers? The practice of dentistry has changed, and navigating the landscape of modern employment can leave you floundering if you don't have a map and a compass. Understand both sides of the employment relationship can lead to better communication and improved patient care. We will explore this changing and complicated relationship and create a map to improved employment relationships.



### Course Objectives

- ◇ Learn how to make your boss happy!
- ◇ Learn how to make your team happy!
- ◇ Demonstrate appreciation for your team
- ◇ Discover what it means to be 'On the Bus'
- ◇ Learn how improved Leadership equals improved participation from your team
- ◇ Discover the steps to change a toxic work environment
- ◇ Create strategies to engage team members

**Suggested format:** Workshop, partial day

**Suggested audience:** Entire Team

*"Andrea was great! Invite her back! Great slides and PowerPoint today! "*

*- Kristi W.*





## PAST PRESENTATIONS

- ▶ California Dental Association North - San Francisco, CA
- ▶ Neighborhood Dental Partners - Sioux Falls, SD
- ▶ North County Oral & Facial Surgery Center -San Diego
- ▶ Henry Schein Dental - Fall Festival - Steven's Point, WI
- ▶ NEA Webinars - Online
- ▶ AADOM—NorCal Chapter

## RECOGNITION

- ▶ 1st place Spotlight On Speaking, SCN 2018

## ASSOCIATION MEMBERSHIPS

- ▶ Speakers and Consultants Network
- ▶ Academy of Dental Management Consultants
- ▶ Toastmaster's International
- ▶ AADOM Speaker and Consultants Alliance

Founder of On Point Dental Consulting, Andrea works with practices coast to coast. Her focus on helping dentists and teams create the practice of their dreams is deeply rewarding for her and her clients alike. She has called California, Washington, Colorado and Florida home, but is now a proud resident of Austin, Texas, and loving it!



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