



## ***The 360 Degree Leader***

October 8 - 9, 2010

Fairhope, AL



Carol Eaton and Debbie Best offer The 360 Degree Leader, an interactive workshop for Office Managers, Treatment Coordinators, Scheduling Coordinators and Financial Coordinators who are responsible for the administrative enhancement of your practice.

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The following training techniques and concepts will be covered during the two day workshop to teach your team leaders how to effectively deal with daily challenges we see in a changing economy.

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### ***Leadership:***

- Developing effective training methods
- Coaching methods to improve performance
- The design of job descriptions to maximize the talents of the team
- How to maintain a profitable practice
- How to select and hire winners
- Utilizing patient and non-patient training time
- How to utilize cross training effectively

### ***Organization and Communication:***

- Enhancing communication between the administrative and clinical team
- Developing effective scheduling techniques
- Establishing sound financial protocols
- Sharing and owning the responsibility of patient conversion

### ***Teamwork:***

- Creative problem solving
- Implementing team committees
- Developing team pride and ownership

Course Fee: \$749 first participant, \$649 each additional participant from the same office.

### **Workshop Outcomes**

- Improved administrative systems to enhance scheduling, financial and the new patient process
- Appropriate management of time to accomplish current and future goals
- Effective interpersonal communication skills to enhance team communication
- The development of administrative team leaders who will take the practice to the next level
- Enhanced training tips to teach team members cross-training and multi-tasking techniques

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