

# Pierce County Dental Society SPRING MEETING - Friday, May 11, 2018 JUDY KAY MAUSOLF



**"DELIVERING W.O.W. SERVICE"  
 & "COMMUNICATION SOLUTIONS"**



Judy Kay Mausolf is a dental practice management coach, speaker and author with expertise in helping others get happier and more successful! She coaches dentists and their teams how to become better leaders, communicate positively and effectively, work together better and deliver service with more passion and focus which ultimately result in growing their practice. Judy Kay is Past President, National Speakers Association Minnesota Chapter, a member of the National Speakers Association, Academy of Dental Management Consultants, and Director of Sponsoring Partners for the Speaking Consulting Network. She is author of two books; *TA-DAH! Get Happy in 5 Seconds or Less* and *Rise & Shine; An Evolutionary Journey to Get Out of Your Way and On Your Way to Success*, and a contributing author for many dental publications. Judy Kay lives in MN with her awesome husband Steve who makes her special coffee every morning and Zoe...it's all about me, 7 pound Yorkie!

On May 11th, the Pierce County Dental Society is excited to present Judy Kay Mausolf, from Practice Solutions. **During the day you will learn about: "Delivering W.O.W. Service - People Will Forget Everything Except How You Made Them Feel!" & "Communication Solutions - Attitudes, Breakdowns & Conflict Resolutions"**

**AM LECTURE - CUSTOMER SERVICE**

- Understand W.O.W. Patient Philosophy
- Illuminate a W.O.W. Decision Making Process
- Learn techniques to make W.O.W. Impressions
- Recognize essentials of W.O.W. Branding
- Identify how to spot opportunities that create W.O.W. Touch Points
- Understand W.O.W. Service Standards Concepts

**PM LECTURE - COMMUNICATIONS**

- Learn verbal skills to communicate effectively with difficult and different personalities
- Learn steps to address and resolve conflict
- Establish protocols that eliminate gossip
- Identify behaviors that elevate trust and respect
- Discover methods that turn attitudes to tremendous
- Determine behaviors that inspire a culture of appreciation and celebration
- Learn fundamentals for effective huddles and team meetings

***THIS MEETING IS PERFECT  
 FOR ALL STAFF!***

The event will begin at 8:30 AM with continental breakfast and registration, the program will begin at 9:00 AM, lunch will be served on-site between 12:00 and 1:00 PM, and the program will end at 4:00 PM. There will be a raffle for dentists and staff. **Sign Up Today!**

Yes, Register Me Today!: Dentist \_\_\_\_\_, Staff \_\_\_\_\_

Cost: \$98.50 X \_\_\_\_\_, (5% for reg. prior to 3/1/18) Total: \_\_\_\_\_ (No refunds after April 27, 2018)

Visa or MC: \_\_\_\_\_ CVC Code: \_\_\_\_\_

Name on Card: \_\_\_\_\_, Exp. Date: \_\_\_\_\_, CC Zip Code: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_, Address: \_\_\_\_\_

Make checks payable: Pierce County Dental Society, Mail reg. to: 221 B Tacoma Ave. South Tacoma, WA 98402, (Must register by May 4, 2018 to avoid \$5.00 per person late registration fee. No refund for cancellations after April 27, 2018.)

**Meeting Location: Elks Lodge, 2013 S. Cedar St., Tacoma, WA. 98405**

Register by phone, fax or online:

Phone: 253-274-9722

Fax: 253-627-4001,

Online: [www.pcdentists.org](http://www.pcdentists.org)



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