



Andrea Greer RDH BS

www.OnPointSpace.com

andrea@OnPoint.Consulting

970.218.2209



ON POINT
Space
elevating efficient &
creative workspaces



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, corporate and home décor, and communication expertise allows her 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 Andrea's 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

PUTTING YOUR BEST SPACE FORWARD!

What your patients see and how it makes them feel about you and your practice

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



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!

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

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

Kayla P.



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 and a healthy hygiene department
- ◇ 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

- ◇ Hone strategic planning and time management skills
- ◇ Save time and money through outsourcing and delegation
- ◇ Understand the critical reports to monitor
- ◇ Create accountability and set expectations

Suggested format: Partial day, Interactive Lecture and Workshop

Suggested audience: Dentists, Practice Owners and Practice Managers



Putting Your Best Space Forward!

What is your practice appearance saying about you?



When was the last time you refreshed the décor in your office? Are things looking a little worn or tired? Have you ever said, ‘I know my desk looks messy, but I know where everything is!’ to yourself or a team member?

Why does this even matter?

As humans, we have a tendency to stop ‘seeing’ the clutter and stale décor that we work in every day. But your patient family sees indifference and oversight. Having clarity about how your patients feel when they enter your office, and how they feel when they leave your practice will empower you and your team to intentionally elevate their journey with you.

Walk away from this course with a ready-to-go team exercise that will lead you to develop a thorough action plan to refresh your space, the importance of loving your environment and proven strategies for organization and time management.

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

– Jianca M.

Course Objectives

- ◇ Understand the impact of the practice aesthetic on the patient experience and your branding
- ◇ Identify easy to implement strategies to improve the patient experience — tomorrow
- ◇ Be prepared to lead the Broken Windows team exercise to elevate the appearance of the practice
- ◇ Pinpoint strategies for effective organization throughout the practice and the workspaces

Suggested format: Up To Half day, Interactive Lecture

Suggested audience: Entire Team



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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: Interactive lecture, partial day

Suggested audience: Entire Team

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

- Kristi W.





1st Place — 2018

PAST PRESENTATIONS

- ▶ California Dental Association North — San Francisco, CA
- ▶ New Mexico Dental Society
- ▶ Henry Schein Dental — Fall Festival - Steven's Point, WI
- ▶ NEA Webinars — Online
- ▶ AADOM — NorCal, Cincinnati, Tri-Cities, TN
- ▶ Dental Assistants National Conference for Excellence
- ▶ Action To Win — Houston TX

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 Space, Andrea works with practices and solopreneurs coast to coast. She focuses on helping dentists and teams elevate the patient experience by designing a space that is functional, efficient and beautiful. 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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