A sunny ‘Gateway to Good Health’

The Florida National Dental Convention (FNDC) will be held June 9–11 at the Gaylord Palms Resort & Convention Center in Orlando. FNDC2011 boosts a strong slate of speakers focusing on the dentist’s role in a patient’s health.

The 2011 theme, Dentistry—Gateway to Good Health, highlights the many opportunities dentists have to influence a patient’s overall health. The dental office with its established recall and check-up systems is perfectly poised to monitor a patient’s overall wellbeing.

This year’s speakers and course offerings will build your expertise in standard dental procedures as well as the latest techniques.

At FNDC2011 you will find the traditional half-day lecture courses as well as hands-on workshops and the highly sought after mini-residencies. This year is offering mini-residencies in endodontics and implants.

Drs. Sam Dorn and Ken Zackter return with their intensive endodontic session focusing on the latest advances in the field. Dr. Duke Aldridge will lead a two-day intensive, “Hands On” course for those who want to surgically place and restore implants.

In addition, this year there will be a special, two-day hygiene mastery, Finding the Key to a Successful Hygiene Career. Popular clinicians, Angie Stone and Shirley Gutkowski, are leading this entertaining and empowering seminar.

Moreover, for the front office staff, Suzanne Blank, Dr. Stephen Blank and Eric Vickery join forces to present The Business Manager’s Tool Kit. This fast-paced, informative, three-day course will revitalize your office the Monday your office staff returns.

As always, the scientific program at FNDC2011 is filled with renowned clinicians supporting the latest in dentistry. Visit www.floridadentalconvention.com for the full listing of speakers and courses.

In addition to the scientific program, FNDC2011 boosts one of the largest exhibit halls filled with companies displaying the latest, most innovative products, services and dental technologies. Nearly 350 industry-leading exhibitors will share their knowledge and expertise with attendees. The exhibit hall will be open all three days of the meeting.

Another benefit of attending FNDC is the networking opportunities. Throughout the meeting, there are many opportunities to reconnect with old friends and make new ones. From the Welcome Reception to the Party in Paradise, networking is everywhere.

FNDC2011 will be held at the beautiful Gaylord Palms Resort and Convention Center in Orlando. The hotel’s signature atriums create three Florida environments, immersing you in the sights and sounds that make the Sunshine State a top vacation destination.

This luxurious hotel boasts excellent restaurants, dynamic on-site recreation, a 4,000 square foot fitness center, two pools and the breathtaking Relache Spa.

Gaylord Palms is conveniently located in the heart of Central Florida and is a near dozen of Orlando’s popular theme parks and local attractions, including Walt Disney World® theme parks, SeaWorld® Discovery Cove and Universal Orlando. Most attractions are located within several minutes from Gaylord Palms.

Complimentary scheduled shuttle bus service is available from the hotel to the Disney theme parks, Shuttles to SeaWorld, Universal Orlando and Wet-n-Wild are available through the Hotel Concierge.

For special theme park tick- ets and information on other area attractions, go to the general information menu and choose the area attractions option on the following website, www.floridadentalconvention.com.

There is no better place to get your C.E credits and network with your peers than at FNDC2011. Visit www.floridadentalconvention.com to see the full schedule of events and to register to attend.

Then assign two or three employees to develop a strategy to address the problem. Be sure that the “task force” crosses “clique lines.”

Insist that clear information be shared among the team — specifically between ‘the front’ and ‘the back’ office. For example, hold a brief staff huddle daily to make sure that the front desk staff know exactly where to place emergency patients and ensure there are no surprises. Give front desk staff necessary details on the time required for procedures and charges associated with those procedures so that they can dismiss patients efficiently.

Establish clear standards for office behavior and policies and spell them out in an employee handbook or policy manual. Then follow those policies. If you routinely make exceptions, you send the message that the policies are irrelevant and everyone can simply do their own thing without regard for how it will affect patients, the team or the prac- tice.

Don’t look the other way. If an employee is engaging in negative behaviors that are potentially dam- aging, don’t ignore it. Reward team- work and make an effort to acknowl- edge the success and positive con- tribution of every employee. Done so will promote a team that clicks rather than a staff divided by cliques.

Pay attention to the lines of demarcation that may be drawn in your office and take steps to erase them promptly. Those quietly war- ring factions are chiseling away at your practice infrastructure and subtly undermining your every effort to establish a practice that is built on excellence.