

“IT IS NOT THE ANSWER THAT ENLIGHTENS,
BUT THE QUESTION.” -EUGENE TONESCO

Do you believe the weight of your patient/
customer relationship is carried by only you?

Would you like everyone to “play nice in the
sandbox”?

How could a deeper commitment/ownership
culture from your team impact your practice?

Are people talking about your business? What are
they saying? Good? Bad? Indifferent?

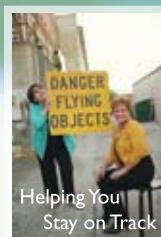
How ready is your team to respond to the
demands of excellent customer service?

What positive experiences are you creating for
everyone who interacts with your business?

Are you consistently delivering excellence in a
competitive workplace?

Is your office infected by the “superficial
congeniality virus”?

Understanding and leveraging your emotional “smarts”
(EQ) can be a turning point for your business. Our
workshops will help you discover your skills and ability
~ your “EBrilliance”~ and put you on the path to the
success you desire and deserve.



WORKSHOP SERIES



Reserve your workshop today!

Fran Pangakis: 410.302.4377

Shari Tastad: 509.750.6603

www.pathwayscoaching.net/ebrilliance

Let your *EBRILLIANCE* shine!

Establish a strong foundation of trust with your team and your patients.
Execute a successful customer service plan.
Energize your practice.



EBrilliance workshops are presented by Fran Pangakis and Shari Tastad.

Experienced, competent, dependable.
Committed to your success.

Workshops

Workshops can be customized for half-day, full-day or retreat settings.
We provide all materials to assist in the training/learning process.

Develop Emotional Smarts to Build Your Practice from the Inside Out

Studies show that small increases in Emotional Intelligence generate geometric increases in financial performance.

- › Identify how stress, energy and self-management affect your practice success.
- › Learn how to effectively give and receive – even welcome -- feedback.
- › Identify your EQ strengths.
- › Realize the importance of ROP (Return on People) and ROI (Return on Investment).

Everyone can be someone's difficult person... must we?

Research shows we all believe 90% of the people we deal with are difficult!

- › Learn to focus on results, not issues.
- › Move from problems to solutions.
- › Increase skills for resolving conflict.
- › Move from confrontation to carefrontation.

Leadership: It's Not as Scary as You Think!

Is leadership a role or a choice? Good leaders are made, not born! Develop the leader within by:

- › Increasing trust in your organization.
- › Discovering the power of Purpose, Vision and Values.
- › Enhancing focus to get things done.
- › Learning how to make performance reviews pain-free and constructive, including effective two-way communication.

Deliver "Brilliantly" on Customer Expectations

Customer Service at its best! Build on the core values of your business and learn how Expectations, Experiences and Emotions can work together to create Exceptional customer service.

- › Dramatically increase patient and staff retention.
- › Attract new patients and retain existing ones.
- › Increase your referral base through customers as raving fans.
- › Generate more income.

Where Rubber Meets the Road- Employment Law

Comprehensive human resource materials and guidance create a more stress free environment. You confidently make sound staffing decisions and more effectively address staff relations. Team, doctor and clients win!

- › Develop a master plan for employer employee relations.
- › Reduce stress by hiring emotionally intelligent people.
- › Establish clearly defined employment agreements.
- › Understand requirements in your state for compliance with employment law.



"I was fortunate to have Fran Pangakis work with us to help improve customer service in our clinic. Fran worked miracles with our staff. We have had a number of other human resources specialists work with our team, but no one else has ever been able to get through to our staff the way Fran did. She was worth ten times what we paid her, and I feel very fortunate to have found her."

Carol Warfield, MD

Lowenstein Professor of Anesthesia, Harvard Medical School, Department of Anesthesia, Critical Care and Pain Medicine, Beth Israel Deaconess Medical Center

"Shari's support was invaluable in showing us how to deal with conflict within the team. Her ability to relate to my staff is amazing. She creates great safety and therefore the ability to move forward. We had a 14% increase in production once we learned how to respect each other, deal with conflict, and put systems in place. Her coaching is a sound investment."

Greg Klingel, DMD

Desert Sun Dental, Quincy, WA

"Two outstanding speakers! They talk the talk because they walked the walk. They obviously love what they do, and it shows in learning presented thoughtfully and with humor. We love the energy and team presentation provided by Fran and Shari."

Sherry Miller, Office Manager

Gainesville Dental Group, Gainesville, VA