



Management Essentials for Practicing Dentists

Friday October 1, 2010	Saturday October 2, 2010	Sunday October 3, 2010	Friday November 12, 2010	Saturday November 13, 2010	Sunday November 14, 2010
<p>8:30 – 9:00 am Welcome, Introductions, Program Structure Anne Nemer, Assistant Dean</p> <p>9:00 – 12:15 pm Learning Community Workshop Professor Jim Craft</p>	<p>8:30 – 11:45 am Interpreting Financial Statements Professor Don Moser</p>	<p>8:15 – 11:30 am Marketing Tactics and Strategies for Practicing Dentists Professor Rick Winter</p> <p>**Projects and team assigned before group departure</p>	<p>8:30 – 11:45 am Leadership & Effective Communication Professors Audrey Murrell</p>	<p>8:30 – 11:45 am Keys to Award Winning Customer Service Dan Dennehy, Adjunct Professor</p>	<p>8:15 – 11:30 am Change Management: A Culture of Innovation Horst Abraham, Adjunct Professor</p>
<p>12:15 – 1:15 pm Lunch</p>	<p>12:00 – 1:00 pm Lunch</p>	<p>11:30 – 12:30 pm Lunch</p>	<p>12:00 – 1:00 pm Lunch (Team Work)</p>	<p>12:00 – 1:00 pm Lunch (Team Work)</p>	<p>11:45 – 1:30 pm Group Presentations of Project Concepts, Lunch Celebration and Certificates</p>
<p>1:15 – 4:30 pm The Dentist as General Manager & Strategic Planning Professor Rich Patton</p>	<p>1:15 – 4:30 pm Cost and Performance Measurement Professor Dhinu Srinivasan</p>		<p>1:00 – 4:15 pm Strategic Visioning for the Healthcare Future Professor John Camillus</p>	<p>1:15 – 4:30 pm Lean Six Sigma and Operational Efficiency in a Clinical Setting Professor GG Hegde</p>	
<p>6:00 – 8:00 pm Dinner</p>	<p>6:00 – 8:00 pm (Optional Dinner)</p>		<p>6:00 – 8:00 pm Dinner</p>	<p>6:00 – 8:00 pm (Optional Dinner)</p>	

NOTES: - Course schedule and topics are subject to change