

It's Never Too Late to Have the Practice You Always Wanted.



Don't Waste One More Day!

Would you like to:

- ... Be a better leader
- ... Get your team to work together better
- ... Grow your practice

... let Judy Kay help you learn how to attain your ideal practice!

Judy Kay Mausolf is an expert in communication and team relationships. Her presentations focus on developing leadership, broadening mindsets, elevating attitudes, strengthening communication and developing skills to build happy, healthy, high performing doctor/team/patient relationships.

Judy Kay introduces her audiences to a set of best practices...a way for the entire team to think differently, act differently, make healthy decisions and create an environment where they look forward to coming to the office every day...which results in ultimately growing their business.



COMMUNICATION SOLUTIONS

Attitudes, Breakdowns & Conflict Resolutions

DENTISTRY IS ABOUT RELATIONSHIPS

High Performing Patient & Team Relationships

PEOPLE WILL FORGET EVERYTHING...

EXCEPT HOW YOU MADE THEM FEEL

The Secret is in the Service...W.O.W.!

RISE AND SHINE!

Get Out of Your Way and On Your Way to Success

DEMO VIDEO:

www.PracticeSolutionsInc.net

JudyKay@PracticeSolutionsInc.net

612-701-4922



WHY DO **AUDIENCES** CHOOSE JUDY KAY?

Audiences enjoy, engage in and embrace the experience while learning positive, practical and powerful tools to implement.

WHY DO **MEETING PLANNERS** CHOOSE JUDY KAY?

Planners find her to be proficient and professional, and she consistently receives sky-high scores on attendee evaluations!

Communication Solutions



Attitudes, Breakdowns & Conflict Resolutions



Discover how to elevate your communication to a level that inspires positive attitudes, prevents breakdowns, and resolves conflict, to take your relationships from good to great every time! Learn the skills to communicate positively and effectively with different and even difficult personalities. Create a positive environment where everyone looks forward to coming to the office every day which ultimately results in growing your business. Inspire a culture of appreciation and acknowledgment. Judy Kay, communications expert, will share how you can elevate the level of communication in your life!

COURSE OBJECTIVES:

- Communicate Effectively with Difficult & Different Personalities
- Learn Conflict Resolution & Prevent Breakdowns
- Reduce Tension & Eliminate Gossip
- Elevate Trust & Respect
- Radiate Positive Attitudes
- Inspire a Culture of Appreciation & Acknowledgement
- Effective Huddles & Team Meetings
- Happy, Healthy & High Performing Environment

~ Our expectations differ because of our unique and individual beliefs, opinions and assumptions based on our personal experiences. ~

Enlightening & Effective



612-701-4922

www.PracticeSolutionsInc.net

JudyKay@PracticeSolutionsInc.net



COMMUNICATION

Dentistry is About Relationships



High Performing Patient & Team Relationships



Building sincere, strong, sustaining relationships results in business success. Success is measured by treatment acceptance, healthy bottom line, positive can-do attitudes, open communication, accountability, doctor/team/patient goodwill and respect, and most of all....an environment you enjoy working in - with a feeling at the end of each day of a job well done!

Judy Kay shares her **R.I.S.E. Philosophy**. It's a concept for best practices to help the entire team think differently, act differently, communicate effectively, make healthy decisions and create an environment they look forward to coming to work to every day...which results in ultimately growing their business.

COURSE OBJECTIVES:

- Strong & united leadership team
- Decision questions
- R.I.S.E. Philosophy
- Implement & sustain change
- Hiring the right team
- Team cooperation
- Patient focused versus task focused
- Priority hierarchy
- Handoffs
- Sensory internal marketing
- Effective electronic communication
- Hygiene role
- Treatment presentation

*~ Feeling at the end of each day
a job well done ~*

Revitalizing



612-701-4922

www.PracticeSolutionsInc.net

JudyKay@PracticeSolutionsInc.net

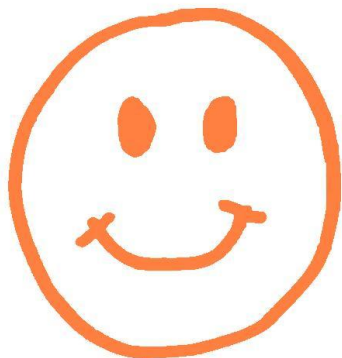


DOCTOR/TEAM/PRACTICE BUILDING

People Will Forget Everything... Except How You Made Them Feel



The Secret is in the service...W.O.W.!



People will forget everything except how you made them feel! "I'm satisfied" means nothing in today's world. Learn how to consistently create a W.O.W. patient experience and ultimately grow the practice. W.O.W. is an acronym for *Weed Out the Weeds*...we worry so much about implementing all the latest and greatest and fail to see the weeds growing in our practice. Judy Kay will help your team replace the weeds with exceptional patient service and R.I.S.E. to the top! Set yourself apart from your colleagues and be the office patients can't stop saying W.O.W. about!

COURSE OBJECTIVES:

- W.O.W. Patient Philosophy
- Patient Focused versus Task Focused
- W.O.W. Standard of Communication
- W.O.W. Decision Making
- W.O.W. Impressions
- ABC's of Service Success
- Questions to Open Doors
- Avoid Service Sabotage
- 3 Components of Value
- Define Patient Touch Points
- Priority Hierarchy

Transforming



612-701-4922

www.PracticeSolutionsInc.net

JudyKay@PracticeSolutionsInc.net

~ Service with a Smile ~



SERVICE SUCCESS

Rise & Shine!



Get Out of Your Way and On Your Way to Success!



What we believe about ourselves determines our actions. *Action generates outcome.* Whatever it is we desire – a more productive work environment, a cohesive team, respect of coworkers, personal wealth and happiness, etc. -- our success is always a result of our beliefs.

Learn how to *identify, challenge* and *change* the limiting beliefs and stories that are stopping you from realizing your dreams.

Judy Kay's life lessons apply to everyone in every role – in personal and professional life. Learn how to *Rise & Shine* and make your dreams become reality!

COURSE OBJECTIVES:

- Identifying & overcome limiting beliefs
- Defining direction
- Setting goals & objectives
- Attitude to raise altitude
- Mastering Accountability
- Living Authentically
- Embodying Integrity
- Feeling Gratitude
- Embracing Joy & Celebration

*Internal
Messages
Always
Generate the
External*

*~ We don't become what we want in life,
we become what we believe ~*

Life Changing!



612-701-4922

www.PracticeSolutionsInc.net

JudyKay@PracticeSolutionsInc.net



PERFORMANCE

Today is a GREAT Day to Show Your Shine!



Meet Judy Kay Mausolf



Judy Kay Mausolf owner and president of Practice Solutions Inc, is a dental practice management coach, speaker and author. She coaches dentists and managers who want to be better leaders, get their teams to work together better and ultimately grow their practice.

Her work is really built around what she refers to as the **R.I.S.E. Philosophy**. It's a concept of best practices to help the ENTIRE team RISE to success. She does this by developing leadership, broadening mindsets, elevating attitude, strengthening communication and developing skills to build happy, healthy and high performing doctor/team/patient relationships!

Judy Kay is President, National Speakers Association Minnesota Chapter (2012-13), a member of the National Speakers Association, Academy of Dental Management Consultants, Speaking Consulting Network and Winner of the coveted Spotlight on Speaking Award (2011). She is author of *Rise & Shine; An Evolutionary Journey to Get Out of Your Way and On Your Way to Success*, and a contributing author for *The Progressive Dentist*, *Dental Economics*, *AGD Impact*, *First Impression*, *Pink Tooth* and *the Observer*.

PARTIAL CLIENT LISTING:

- Greater New York Dental Meeting (GNYDM)
- California Dental Association (CDA)
- Pacific Northwest Dental Conference (PNDC)
- Oklahoma Dental Association (ODA)
- Star of The North Dental Conference
- Inland Northwest Dental Conference
- International Association of Comprehensive Aesthetics (IACA)
- American Assoc. of Dental Office Managers (AADOM)
- University of Minnesota
- Midwest Society of Association Executives
- St. Paul Women's Expo
- Multiple Seattle Study Club groups nationally

*~ Positive Energy
Positive Results ~*

*Empowering &
Energizing*

612-701-4922

www.PracticeSolutionsInc.net
JudyKay@PracticeSolutionsInc.net



What's Being Said About Judy Kay's Presentations...



"Judy Kay is Exceptional! We love her! Ta-Dah"

~ Attendee

"Judy Kay is here because she is awesome! She is just so motivating, so inspirational and full of education on top of all that! Our members just love her! It's an honor to have her as our keynote. The energy she brings is a great way to set the tone for the next three days of our 8th Annual AADOM Conference.

*~ Heather Colicchio,
President American Assoc. of Dental Office Managers*

"The group thoroughly enjoyed and benefited from her communication session. "Very Good", "Dynamic", "Awesome Speaker", "Very Informative", "Wonderful Energy", were some of the adjectives listed on her evaluation.

*~ Marie Baudek,
Associate Director Continuing Dental Education, University of MN*

"Judy's message was spot on. At the end of the day, my staff was all jazzed up and discussing ways to facilitate better communication and teamwork in the office.

*~ Dr. Mike Stronczek,
Director, the Fort Study Club*

"All I can say is that Judy Kay is so professional and energetic. She delivers all that she promises in a very intelligent, honest fashion. Do not hesitate to have Judy Kay in your office or on your platform."

*~ Dr. Randy Jones, LVIM
IACA Speaker Chairman*

"Judy Kay recently spoke for our Women's Leadership Connection group on Communication Solutions and she was fabulous! Our attendees loved the content, practical tips and insight into dealing with attitude and gossip. Not only did Judy Kay make a tough subject fun, she had the group laughing and ready to take back these tools to use in their own organizations. We've already scheduled Judy Kay for another speaking engagement and we can't wait!"

*~ Sarah Ruzek
Midwest Society of Association Executives*

"I am super, super thrilled to have her as our keynote this year! She is just a brilliant, brilliant communication specialist. I just love her!"

*~ Lorie Genelin Streeter
COO of AADOM*

Dynamic & Informative



612-701-4922

www.PracticeSolutionsInc.net
JudyKay@PracticeSolutionsInc.net



TESTIMONIALS