

# SPEAKER PACKET

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enlightening  
empowering  
energizing

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*Rise to Success!*

Judy Kay  
Mausolf





# WOULD YOU LIKE TO

Build a cohesive team that supports each other and the practice? Become a better leader? Deliver service with more passion and focus?

*Let Judy Kay help you create your ideal practice!*

Judy Kay Mausolf is an expert in helping others get happier and more successful! Her presentations focus on developing leadership, broadening mindsets, elevating attitudes, strengthening communication and developing skills that support a high performing culture!



612-701-4922

View Demo Video:

[www.PracticeSolutionsInc.net](http://www.PracticeSolutionsInc.net)

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**Doctor/  
Team/  
Practice  
Building**

**TA-DAH!**

*Bridging the Gap Between Potential & Performance*

**R.I.S.E. to Success**

*Systems & Strategies That Build High Performing Teams*

**Communi  
cations**

**Communication Solutions**

*Attitudes, Breakdowns & Conflict Resolutions*

**Customer  
Service**

**Delivering W.O.W. Service**

*People Will Forget Everything Except How You Made Them Feel!*

# TA-DAH! BRIDGING THE GAP BETWEEN POTENTIAL & PERFORMANCE!

In every team there is a gap between what their performance is like now and what it could be. That gap is their untapped potential and caused by lack of engagement! Research shows lack of engagement costs practices on the average 21% in productivity and 45% in turnover...just for starters.

Similarly, our level of performance in life is defined by our level of happiness which is driven by the stress we feel in our day to day routines.

In this session, Judy Kay will bring to life core concepts and competencies - both physical and emotional - that empower individuals and inspire teams to improve performance. You will learn the TA-DAH Philosophy Method for communication, collaboration, celebration and commitment.

Get your team focused and working together to create a high-performing culture. Harness the power of passion and appreciation to raise job satisfaction, patient service and the bottom line! **TA-DAH!**



**“Potential is limitless!”**

Judy Kay Mausolf  
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*The TA-DAH Philosophy embraces principles, practices, and pearls of wisdom for reducing stress, increasing happiness and improving performance.*



## COURSE OBJECTIVES:

- Measure cost of gap
- Define 3 levels of performance – rowers, riders, resisters
- Learn how to identify and reduce stress makers
- Discover how to implement 4 key competencies to get re-aligned, re-engaged and re-ignited
- Recognize how to encourage and sustain commitment
- Obtain a tool to measure results

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# COMMUNICATION SOLUTIONS

## ATTITUDES, BREAKDOWNS & CONFLICT RESOLUTIONS



Discover how to elevate your communication to a level that inspires open communication, prevents breakdowns, resolves conflict and builds trust and respect resulting in high performing team and patient relationships!

Learn the skills to communicate positively and effectively with different and even difficult personalities. Discover formats to hold positive, effective and efficient huddles and team meetings. Transform attitudes from toxic to tremendous and create a positive environment where everyone looks forward to coming to the office. Judy Kay, communications expert, will share how you can elevate the level of communication in your life!

### COURSE OBJECTIVES:

#### Communications

- Learn verbal skills to communicate effectively with difficult and different personalities
- Learn steps to address and resolve conflict
- Establish protocols that eliminate gossip
- Identify behaviors that elevate trust and respect
- Discover methods that turn toxic attitudes to tremendous
- Determine behaviors that inspire a culture of appreciation and celebration
- Learn fundamentals for effective huddles and team meetings



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

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# R.I.S.E. TO SUCCESS — SYSTEMS & STRATEGIES THAT BUILD HIGH PERFORMING TEAMS



Building a high performing team results in business success. Success is measured by a healthy bottom line, united leadership and a cohesive team. It also must include an environment you enjoy working in - with a feeling of a job well done at the end of the day!

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, work together better, and make healthy decisions which results in ultimately growing their business.

## COURSE OBJECTIVES:

- Learn how to build a united leadership team
- Understanding the individual's role in establishing trust, accountability and respect
- Learn methods for making successful decisions
- Learn R.I.S.E. Implementation Process steps
- Outline how to develop team and performance standards
- Discover beliefs and behaviors that nurture a patient-focused practice
- Acquire tools for creating accountability
- Uncover behaviors that inspire a culture of appreciation and celebration

Doctor/  
Team/  
Practice  
Building



**“Our success depends on our relationships!”**

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# DELIVERING W.O.W. SERVICE — PEOPLE WILL FORGET EVERYTHING EXCEPT HOW YOU MADE THEM FEEL!



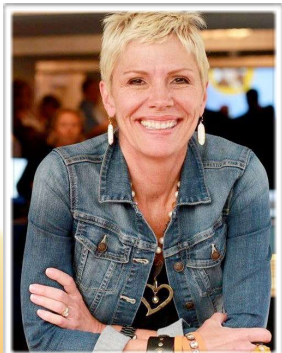
Research shows that practices that build their office environment around serving the patient own and dominate the market. Customer service is often confusing, complex and vague! "I'm satisfied" means nothing in today's world. Set yourself apart from your colleagues: differentiate why *you and your office* and not the office down the street!

Learn principles for strengthening communication skills, practice brand, and service standards. Illuminate the patient decision making processes to create lasting impressions and exceptional experiences. Inspire the entire team to deliver W.O.W. service with more passion and focus!

## COURSE OBJECTIVES:

- Understand W.O.W. Patient Philosophy
- Illuminate a W.O.W. Decision Making Process
- Learn techniques to make W.O.W. Impressions
- Recognize essentials of W.O.W. Branding
- Identify how to spot opportunities that create W.O.W. Touch Points
- Understand W.O.W. Service Standards Concepts

## Customer Service



**“Service with a smile!”**

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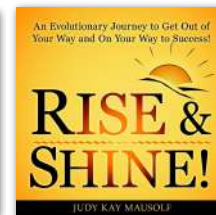
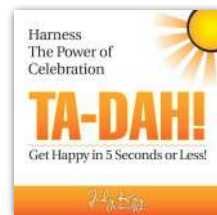
# TODAY IS A GREAT DAY TO SHOW YOUR SHINE! MEET JUDY KAY MAUSOLF

## Fill the gap in communication and team work!

**Judy Kay Mausolf** is a dental practice management coach, speaker and author with expertise in helping others get happier and more successful! She coaches dentists and their teams how to become better leaders, communicate positively and effectively, work together better and deliver service with more passion and focus which ultimately result in growing their practice.

Judy Kay is Past President, National Speakers Association Minnesota Chapter, a member of the National Speakers Association, Academy of Dental Management Consultants, and Director of Sponsoring Partners for the Speaking Consulting Network. She is author of two books; *TA-DAH! Get Happy in 5 Seconds or Less* and *Rise & Shine; An Evolutionary Journey to Get Out of Your Way and On Your Way to Success*, and a contributing author for many dental publications.

Judy Kay lives in MN with her awesome husband Steve who makes her special coffee every morning and Zoe...it's all about me, 7 pound Yorkie!



Email Judy Kay to request your complimentary copy!

## PARTIAL CLIENT LISTING:

- American Dental Association (ADA)
- American Academy of Cosmetic Dentistry (AACD)
- American Association of Oral and Maxillofacial Surgeons (AAOMS)
- American Academy of Pediatric Dentistry (AAPD)
- American Association of Endodontists (AAE)
- American Assoc. of Dental Office Managers (AADOM)
- Hinman Dental Meeting
- Chicago Midwinter Meeting
- Yankee Dental Conference
- International Association of
- Comprehensive Aesthetics (IACA)
- Pacific Dental Conference (Vancouver)
- Toronto Annual Spring Meeting
- JDIQ Annual Meeting (Montreal)
- Texas Dental Association (TDA)
- California Dental Association (CDA)
- Greater New York Dental Meeting (GNYDM)
- Rocky Mountain Dental Conference
- Star of the North Dental Conference (MDA)
- Pacific Northwest Dental Conference (PNDC)
- Star of the South Dental Meeting (GHDS)
- New Orleans Dental Conference
- Oregon Dental Association (ODA)
- Oklahoma Dental Association (ODA)
- Buffalo Niagara Dental Meeting
- Michigan Dental Association
- Missouri Dental Association
- Detroit District Dental Society
- New Jersey Academy of Pediatric Dentistry
- Southern Illinois Dental Society
- Peoria District Dental Society
- Inland Northwest Dental Conference
- William F. Slagle Dental Meeting
- Care Stream Global Summit
- Dentsply Sirona World
- Patterson South Florida Branch
- University of Minnesota
- Oklahoma University College of Dentistry
- Pueblo Community College
- Seattle Study Club Groups Nationally
- AADOM Chapters Nationally
- Appreciation/Gift Seminars Nationally
- Midwest Society of Association Executives



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Positive energy, positive results!



# WHAT'S BEING SAID ABOUT JUDY KAY'S PRESENTATIONS

**“Judy Kay is an awesome speaker!** She made the Dental Summit Nashville a meeting that will be long remembered by all. Her ability to capture the audience and instill service and team building techniques is without parallel in the business. Thank you Judy Kay for being a “Super Key-Noter” at our program!” —**Gary W. Grubb, Dental Summit Nashville Program Chair**

“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 Annual AADOM Conference.” —**Heather Colicchio, President of AADOM**

“Everyone enjoyed your sessions at the Texas Meeting in San Antonio. You were a big hit for our meeting, a big Thank You from Texas.”  
—**Victor Rodriguez, DDS, Chair Texas Meeting, Texas Dental Association**

**“Judy Kay's energy and enthusiasm filled the room like a bright ray of sunshine.** Her information was current and exactly what we desired for our members. Working with Judy Kay is certainly not work; but a pleasure from the initial contact to the final question. We are grateful for Judy Kay's passion and wisdom and hope to have her speak for us again in the future.”  
—**Barb Glader, Coordinator Great River Study Club**



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“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

“We continue to invite Judy Kay back to our annual conference based on requests from our attendees. They love her enthusiasm, her insights into the patients experience and her expansive knowledge of how to get teams working together and communicating effectively.”

**Shannon Cook**  
Director of Meetings  
Minnesota Dental Association



**“Judy Kay is exceptional! We love her! TA-DAH!”** —Attendee