



Dental Practice  
Management Solutions

# Lisa Philp

## Speaker's Bureau

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**Reserve a Date**

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# Lisa Philp

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Lisa Philp is a dental industry leader, author, advisor, coach and speaker. She is the Chief Visionary Officer of Transitions Group; a premier full service dental practice management company serving dental professionals at all stages of their career from graduation to retirement.

Lisa's mission is to be an eternal student of learning and growth while being a natural change agent that can adapt and reinvent as needed. She is committed to disrupting complacency and helping others to move beyond the excuses and limits they have set for themselves to have, be and get what they deserve.

She is a published author and writer of Transitions group CREPT curriculum for proven practice management methods and strategies that have built, grown or transitioned thousands of dental professionals over the past 20 years.

She is a highly sought-after international keynote speaker and trainer for dental meetings, industry companies and study clubs. Lisa has been on Dentistry Today's top 100 speakers list for over 10 years. Her programs are engaging, practical and entertaining.

Lisa is well known for her direct, honest, no nonsense approach, master use of words, and unwavering passion for people to live their gifts and strengths. Her fast-paced thinking and strategic mind for systems and predictable performance goals supports her reputation as dentistry's leading problem solver.



## TOPICS AVAILABLE

### Perio Disease Management

Is your hygiene department performing at its best? Increase value of the hygiene appointment with 5 phase process of care.

Learn verbal skills for perio diagnosis & treatment solutions, motivate patients to commit to long term periodontal maintenance

Discover the most effective method for transferring the between front & back teams.

### Dental Practice Scorecard: Measure Up in the New Normal

The “new normal” has been driven by the changing landscape of dentistry: economic downturn, the increased number of dental providers, existing practitioners working longer, corporatization, public sophistication and urban center saturation.

This program will guide you through the areas to measure, including the health of the team, patient and business.

You will be armed with the knowledge you need to create a plan that ensures the future is better and growth is happening.

### The Ultimate Synergistic Team

An empowered and highly motivated “Team” is the key to a successful practice. The average dental team only accesses 10% - 15% of its potential. Imagine a team who has maximized their potential and perform at optimal levels.

They are a cooperative, cohesive group who are working towards a common vision. We are better together combining strengths then working alone.

### Top 5 Ways to Grow Your Practice

Re-care, retention & referrals: Who doesn’t want a practice where our patients understand and comply with their recommended re-care schedule, remain loyal to the practice and refer their friends and family? This program will show you how.



### **No Shows & Cancellations: Unlock the Mystery**

Often, the most stressful part of the dental practice is the schedule and making sure patients show up. When a patient doesn't show up for their treatment, the entire practice loses in time, energy and costs.

Learn how to re-train your communication skills, simplify your current scheduling systems and achieve 90% of your available schedule being filled with patients to value your time and make better decisions about their oral health.

### **Ignite Your Leadership**

The dentist is the leader of the practice, but even being an outstanding clinician is not enough! Dentists need the skills to manage the business side of running a practice including managing their team effectively.

This seminar takes a practical approach to managing your dental team and highlights the legal aspects of common staff employment issues. This program will guide you through a variety of strategies that will help you effectively manage your dental team and avoid any employment pitfalls when hiring, evaluating and firing staff.

### **Patient Satisfaction Success Strategies**

This program is designed for the dental team to participate in strategies to achieve the highest level of patient satisfaction that will reduce complaints, generate trust, enhance loyalty and continuing care, referrals, acceptance and success of oral health treatment.

Patients continually judge the way we interact with them, involve them, understand their unique needs and meet their personal value of care. The research and Canadian Patient Satisfaction Survey outlining patient's perceptions of a positive dental experience and their expectations will be used as a guide to adapt our soft skills of communication tools, to empower the dental professional and contribute to the achievement of a higher rating of patient satisfaction.

## Meeting Planner Testimonials

*"Lisa Philp is a dynamic, engaging speaker that we had the pleasure to present for our April 2017 Practice Management Seminar. Her presentation was received by our audience of 243 attendees as empowering and highly motivating. The material truly resonated with our audience of doctors & staff, many of whom are looking to maximize their potential as a team. In her very lively, energizing session, Lisa gave them insight and most importantly, actionable suggestions on using individual strengths to work towards a common vision."*

- **Crystal Casciano, Professional Relations Coord., Randolph Center for Oral & Maxillofacial Surgery**

*"Completely flawless; Lisa's program was relevant and fun. The doctors were both engaged and laughing. We would love to have her back."* - **Julie Kamp, Coordinator, Northern Virginia Implant Study Club**

*"Program was amazing. The response to Lisa was over the top. She held her audience"* - **Bev Fredsberg, Henry Schein Canada**

*"Thank you for an energetic meeting filled with poignant information that I truly believe that every team member could bring home and use on Monday morning."* - **Dr. Fred Marra, Capital District Continuum (Seattle Study Club)**

*"We have worked with Lisa Philp to deliver educational programs to our members for a few years now. Her contribution at each of our seminars has been outstanding and the evaluations always reflect that. She's such a charismatic, knowledgeable and humorous speaker! It is a pleasure to work with Lisa and her staff, who are always keen to help and respond to our demands."* - **Arsela Hoxhaj, Program Manager, Ontario Dental Association**

*"At its June, 2015 Annual General meeting, the NSDA featured Lisa as our headliner. By all accounts, it was one of our best decisions ever on an AGM speaker. Lisa was entertaining, informative and kept the crowd energized and involved. We would not hesitate to have her back again."* - **Steve Jennex, Executive Director, Nova Scotia Dental Association**

*"Even after a long day of work, everyone left with a smile on their face... incredible feedback. Lisa; you truly have a gift to make everyone feel important and make each member of the team feel that they can contribute and make a difference in the success of the practice. Your positive and uplifting energy is contagious and motivating."* - **Nora Aquino, Mancini Parodontie et Implantologie**

## Previous Speaking Events

### Conventions

- ✓ American Academy of Cosmetic Dentistry
- ✓ Yankee Dental Congress
- ✓ Rocky Mountain Dental Convention
- ✓ American Dental Association --New Dentist Convention
- ✓ International Dental Congress
- ✓ Florida Academy of Cosmetic Dentistry
- ✓ Spokane Northwest Dental Association
- ✓ Vermont Dental Association
- ✓ Toronto Academy of Dentistry
- ✓ Ontario Dental Association Annual Spring Meeting
- ✓ Greater New York
- ✓ Victoria, Upper Island Dental
- ✓ Pacific Dental Conference
- ✓ Canadian Dental Association
- ✓ Edmonton District Symposium
- ✓ Northern Ontario Dental Association
- ✓ Academy of General Dentistry
- ✓ Seattle Study Club Annual Meeting
- ✓ Seattle Study Club Coordinators Conference
- ✓ Thompson-Okanogan Dental Meeting
- ✓ Buffalo Niagara Dental Convention

### Professional Associations and Societies

- ✓ Vancouver & District Dental Society
- ✓ Winnipeg Dental Society
- ✓ Middlesex Dental Society
- ✓ Nova Scotia Dental Association
- ✓ Halton-Peel Dental Association
- ✓ Calgary District Dental Society
- ✓ Calgary Dental Hygiene Association
- ✓ Canadian Association of Oral & Maxillofacial Surgeons
- ✓ Hamilton Wentworth Dental Hygiene Society
- ✓ Hamilton Academy of Dentistry
- ✓ Burlington Dental Society
- ✓ Wingham District Dental Society
- ✓ Philadelphia Dental Association
- ✓ Detroit District Dental Society
- ✓ Caribbean Dental Programs Inc.
- ✓ Ontario Dental Association