

Gen-blending Creating Generation “US”

MIXING AND MANAGING GENERATIONS IN DENTISTRY

Ever wonder why you don't understand the motivations of the other dental assistant or the younger dentist or how about “those people” in the front office? Do you feel confused because no matter how hard you try; you can't seem to get your point across to the dentists or other team members? Guess what? You're not the only one – they are also wondering how they can finally get their point across, to you.

It doesn't matter if you are of the Boomer, Millennial or Gen-X or Z generation, you are now probably working with a few people who don't have the same generational perspective, experience or expectations as you. And while this can create a few stumbling blocks, it also offers you an opportunity to expand your ability to utilize some new communication tools, which will benefit you personally and professionally

When a practice learns to connect people across the five generations, they can actually start to find a way to bridge the so-called generational borders fostering work environments that enable all of the generations to teach and learn from each other connecting people on a human level.

Now that our workplaces are more generationally diverse than at any time in history, but at risk of conflict because of this, how do we all work together harmoniously?

Learn best practices for engaging both patients and team members across the generations. Gain actionable strategies and integrated tools that build rapport, camaraderie, and cooperation among team members. Capitalize on the strengths of the team to develop a care process that creates stronger relationships and opportunities for the best oral health outcomes for your patients.



Learning Objectives:

- Learn how each generation differs in learning styles, values, perceptions, and preferences
- Explore strategies for improving multi-generational team performance
- Understand how and why to attract, retain and create relationships with each generation of patients to help them move forward with care
- Improve inter-generational communications and increase case acceptance by understanding generational differences and how to match preferences
- Develop verbal and relationship skills to manage generational differences that increase quality and productivity, reduces conflict, and maximizes the contributions of all team members
- Learn to focus on individual strengths, rather than on generational differences for greater workplace satisfaction and practice profitability

Suggested Audience: Dentists, Office Managers, Full Team

Suggested Format: Full or Half Day; Lecture, Workshop, Keynote

CINDY ISHIMOTO

Cindy@CindyIshimoto.com | CindyIshimoto.com | 808-375-7344

