



# HAVE THEM AT HELLO!™

## Unscripted Telephone Skills for the Exceptional Practice

*“How much do you charge for that procedure?”*

*“Are you on my insurance plan?”*

*“I need to cancel my appointment.”*

**Throw out those scripts! You can be great and still be YOU!** In this high-energy presentation, Katherine Eitel Belt, the leading expert on non-scripted communications shares four simple yet innovative steps to polish your telephone skills and improve your results and value to the practice. Discover how to create consistency - without a script - for all team members answering the phone. Increase productivity tomorrow with incoming new patient calls as well as outgoing confirmation and reactivation calls. Tap into your own instinctive greatness and be better than ever!

*Don't Market Your Practice...* until you and your team have taken this course! Whether you are a referral-based practice or market externally, this course will dramatically improve your success in converting more calls to appointments.



## TELEPHONE SKILLS



### Attendees will learn to:

- ▶ Use 4 easy steps to a great call
- ▶ Analyze a real new patient call
- ▶ Increase return-on-investment from advertising callers
- ▶ Convert more calls to appointments
- ▶ Reduce patient cancellations
- ▶ Improve success with:
  - Price shoppers
  - Insurance-driven patients
  - Emergencies
  - Reactivation/reminder calls
  - Confirmation calls
- ▶ Juggle multiple calls with finesse
- ▶ Customize their information intake form
- ▶ Preheat patients for comprehensive treatment
- ▶ Generate confidence in the practice and raving fans!

**Suggested Audience:** Doctors, Office Managers, Trainers, and Administrative Team  
**Suggested Formats:** Full or Partial Day; Lecture or Workshop

