



LionSpeak

COMMUNICATION.MASTERED.

SPEAKER PACKET



KATHERINE EITEL BELT, CSP

BE BETTER. BE YOU.

Unscripted Greatness with Clients, Audiences and Team

Using creative, non-traditional methods, Katherine Eitel Belt helps professionals break through barriers and achieve phenomenal results. Her presentations help professionals communicate with more authenticity and effectiveness.

Choose from her presentations below or contact her office to learn more about customizing a presentation for your group. Help your attendees find their unique voice, speak with greater clarity and inspiration, and achieve extraordinary results.



TELEPHONE SKILLS | HAVE THEM AT HELLO!

Unscripted Telephone Skills for the Exceptional Practice



Throw out those scripts! Katherine Eitel Belt is the nation's leading expert in unscripted, authentic, and highly effective patient communications. In this high-energy presentation, Katherine will show you how to polish your telephone skills, convert more patients and still be YOU!

MANAGEMENT SKILLS | COURAGEOUS CONVERSATIONS

Mastering the Important Conversations You've Been Avoiding



This presentation will help owners, managers, and team members stop avoiding important conversations and learn to embrace and succeed with them by using a self-management checklist and a simple 4-step conversation framework.

LEADERSHIP SKILLS | LEADERS OF THE PRIDE

Creating an Aligned, Accountable, and Positive Team



In this engaging presentation, Katherine adamantly rejects stale methods of leadership thinking and shares a fresh approach to building a team that thrives. Craft a vision and strategic plan that actually changes things and align your team to achieve it. Using The Lioness Principle, you'll learn to lead, manage, and communicate in an intuitive way to improve your existing culture, team agreements, personal effectiveness, and productivity.

TRAINING SKILLS | GROWING CUBS INTO LIONS

Deliver Killer Trainings That Create Mastery, Accountability, and Independence for Your Team



Join Katherine as she shines a light on how best to deliver critical messages and skills training; how to handle conflict and difficult personalities; how to reach and coach underperforming team members in a non-judgmental, authentic way; and how to empower adult learners to realize their full potential.





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 old, tired scripts! You can be amazingly effective and still be YOU! In this high-energy presentation, Katherine Eitel Belt, Dentistry's Unscripted Communication Expert, shares four simple yet innovative steps to polish your telephone skills and improve your results. Discover how to create consistency of message without using a script and increase productivity tomorrow with incoming new patient calls, including price shoppers and insurance callers. Learn to use a call evaluation process that can make a true, positive difference and accelerate your team training. With conversion rates hovering around 35% and 40% of calls going unanswered in the average dental office, the lost revenue and opportunities are staggering. Whether you are a referral-based practice or market externally, this course will dramatically improve your success in converting more calls to appointments, increasing your marketing ROI and cementing your reputation as a practice with extraordinary patient service.



TELEPHONE SKILLS



Attendees will learn to:

- ▶ Use a 4-part new patient framework instead of a script
- ▶ Handle difficult callers with ease such as price shoppers and insurance questions
- ▶ Implement a call evaluation and training program your team will love
- ▶ Measure your results accurately

Suggested Audience: Doctors, Office Managers, Trainers, and Administrative Team

Suggested Formats: Full or Partial Day; Lecture or Workshop





LEADERS OF THE PRIDE

Creating an Aligned, Accountable, and Positive Team

Inspired, aligned, accountable, and unstoppable!
It's the leader we all want to be. It's the team we all want to be on.

If your team struggles with turnover, low performance, negativity, gossip, or petty conflicts... a total team transformation is easier and faster than you think! Katherine Eitel Belt, Dentistry's Unscripted Communication Expert, believes personal leadership and high-performing teams are created with three basic things: clear expectations, a positive culture, and courageous communication skills.

In this engaging presentation, Katherine adamantly rejects stale methods of leadership thinking and canned scripts and shares a fresh, instinctive approach to building a team that thrives. Craft a vision and strategic plan that actually changes things and learn how to align your team to achieve it. Using The Lioness Principle, you'll learn to lead, manage, and communicate in an intuitive way to improve your existing culture, team agreements, personal effectiveness, and productivity. Katherine will show us how to successfully navigate moments of conflict, disagreements, and all those conversations we've been tolerating or avoiding. Bring your hardest situations and watch as Katherine demonstrates live how to masterfully navigate them using a new mindset and a few simpler tools.

This is one of the most fun, enlightening, and inspiring programs you'll ever attend and one of Katherine's favorite topics to present to teams. She believes these skills could literally change the world and that once you know them, you and your team will never be the same again. No more excuses... and no more limits.

LEADERSHIP SKILLS



Attendees will learn:

- ▶ 3 steps to developing a leadership mindset
- ▶ 4-part courageous conversation framework
- ▶ How to clarify and articulate your vision for your team
- ▶ How to lead and coach others to unlock their potential while creating alignment and accountability

Suggested Audience: Executives and business leaders; business owners; office administrators, managers; individual leaders; team managers
Suggested Formats: Full or Partial Day; Lecture or Workshop





COURAGEOUS CONVERSATIONS

Mastering the Important Conversations You've Been Avoiding

Do you struggle to communicate with compassion and accountability
Worried that people will misunderstand or misconstrue your meaning?
Need things to get better quickly?
Want your people to solve their own problems like mature adults?

A cornerstone of productive, positive work cultures is the ability to communicate within a team with compassion, accountability, non-judgement, and accuracy. This presentation will help owners, managers, and team members stop avoiding these important conversations and learn to embrace and succeed with them by using a self-management checklist and a simple 4-step conversation framework. This presentation includes real-life examples, live demonstration, and tremendous inspiration about what can be accomplished both professionally and personally by succeeding with necessary conversations about broken agreements, under performance, non-participation, negativity, or toxic behavior. Learn a life-changing way to improve leadership, relationships, and results.

MANAGEMENT SKILLS



Attendees will learn:

- ▶ 3 steps to developing a leadership mindset
- ▶ 4-part courageous conversation framework
- ▶ How to lead and coach others to unlock their potential and create alignment and accountability

Suggested Audience: Executives and business leaders; business owners; office administrators, managers; individual leaders; team managers, team members





GROWING CUBS INTO LIONS

Deliver Killer Trainings That Create Mastery,
Accountability, and Independence for Your Team

Are you worried the meat of your message just isn't getting through?

Feel like people are listening but not applying the training?

Want more buy-in, compliance, and mastery from your employees or trainees?

The survival of a lion cub depends on how quickly and effectively the lioness can teach it the ins and outs of the hunt. Cubs must learn to stalk, chase, and feed themselves independently—just as your employees, students, managers, and clients depend on *you* to teach them the skills they need to succeed and thrive.

What can we learn from the Lioness? A lot. It's a jungle out there!

Katherine Eitel Belt, a powerful, experienced trainer, shines a light on how to best deliver critical messages and empower adult learners to realize their full potential. You'll also learn how to navigate conflict and difficult personalities, as well as coach underperforming team members in a nonjudgmental yet powerful way.

Join Katherine for this inspirational and interactive safari through the jungle of proven training and coaching techniques that will forever change the way you impart critical information, systems, and protocols to gain real and lasting results.



TRAINING SKILLS



Attendees will learn to: _____

- ▶ Teach it so they really get it
- ▶ Increase compliance and accountability without driving good people away
- ▶ Organize and lead dynamic team meetings and trainings
- ▶ Create fun in the educational setting—without looking silly
- ▶ Write measurable training objectives
- ▶ "Chunk" content into bite-size pieces
- ▶ Review mechanisms and testing components
- ▶ Improve learning environments and room dynamics
- ▶ Masterfully manage difficult or resistant learners
- ▶ Adapt training curriculum for one-on-one, group and remote learning
- ▶ Build lasting results, consistency, and accountability
- ▶ Love your job as a manager and trainer more than ever before!!

Suggested Audience: Management, Team Leads, Corporate Trainers, Consultants, Educators, Coaches

Suggested Formats: Full-Day, Partial Day; Lecture or Workshop



KATHERINE EITEL BELT, CSP

Katherine Eitel Belt, CSP, is *Dentistry's Unscripted Communications Coach!*

Founder and CEO of **LionSpeak**, Katherine is an international speaker, author, and performance coach, best known for helping professionals develop courageous, unscripted conversations with patients, clients, co-workers, and audiences. Whether communicating from a treatment room, consult room, boardroom, or stage, audiences and attendees love her simple yet powerful formulas for delivering messages with clarity, courage, and inspiration.

For 30 years Katherine has keynoted annual conferences in the U.S., Canada, and the U.K., coached thousands of dental professionals in hundreds of practices, and consulted, keynoted, or presented for companies such as CareCredit, Henry Schein, Patterson Dental, Dentsply Sirona, e-Assist, Cain Watters, Pacific Dental Services, Inspired Hygiene, and Philips Oral Healthcare.

Katherine founded her coaching company, **LionSpeak**, in 1990. The company is known for a proprietary leadership tool called *The Lioness Principle* which helps dental, veterinary, and discretionary healthcare practices as well as corporate sales/executive teams achieve extraordinary results by leveraging their instinctive ability to lead and communicate with great authenticity and impact.



She is also a Spotlight-On-Speaking champion, Speaking Consulting Network founding member, past-president of the Academy of Dental Management Consultants, AADOM/ASCA member, Dental Business Institute and Dental Speakers Institute faculty member, Board Advisor Emeritus for Dental Entrepreneur Women (DeW), and recipient of the Linda Miles Spirit Award.

Katherine adores her “ranch life” in Southern California with her husband, Tom, their white lab, Sierra, and cattle dog, Echo. She loves hiking, travel, history, live theater, and making creative, beautiful table setting for entertaining. But besides spending time with her 8 grandchildren, there’s nothing she loves more than moving an audience to action with a higher level of personal leadership and performance from the stage. It is Katherine’s life mission to leave the world a much better place by helping her audiences have more Courageous Conversations with their patients/clients, teams, families, communities, and audiences.



RAVE REVIEWS



"If you want to listen to a fun, motivational, uplifting, knowledgeable, entertaining, positive, team-builder and great speaker, then Katherine Eitel is for you. From start to finish, working with Katherine and her team is a **pleasant, professional, glitch-free** experience. Let her impact your audience today!"

—Toni C. Wengreen Administrative Director,
CR Foundation CE Director

"Katherine Eitel presented a great program to our clinical and clerical staff. She got **rave reviews** from those who attended and all felt that they had **good ideas** to bring back to their offices on Monday. I would recommend Katherine as an asset to any Continuing Education program."

—Stuart A. Rouff, DMD Chair, Program
Committee

"I have been a meeting planner for The Hinman Dental Meeting for the past several years. I have heard Katherine speak many times and can **highly recommend** her as a speaker for your dental meeting. Katherine is **engaging** as a speaker and her material has been very well received by our attendees."

—Eddie Pafford; President, Hinman Dental Society

"For many years, Katherine Eitel has worked with participants at the Kois Center and has **achieved remarkable results**. Over the past two years, she has personally contributed to the Center through her **insightful presentations** and **inspiring words**. It has become easy to understand why she has been **able to create so many transformational opportunities** with the dentists and staff she touches."

—John C. Kois, DMD, MSD
Founder & Director, Kois
Center, LLC



"Katherine Eitel is the **best trainer in the industry!** Bar none!"

—Linda L. Miles, CSP, CMC; Founder, Speaking Consulting

"As a coach, Katherine gave me the tools and resources to turn an idea into a full-blown business. Not only did I learn what it takes to be a superior speaker, I also gained clarity of vision and structure for how my business will support this industry. As a result, I invited Katherine to be a part of the Henry Schein Dental Business Institute Faculty. Katherine sets the foundation for learning, establishing vision, and high level leadership communication, which has been an absolute game changer for hundreds of our program graduates."

—Eric Nuss; Director of Business Solutions, Henry Schein Dental

"**Paradigm shifting. Life changing. Truly transformational.**"

"Katherine is a **wonderful high-energy lecturer**, a very dynamic person and excellent to work with. A **"must" to have on your program.**"

—Jane Evans, Conference Director



PAST PRESENTATIONS

National / International

- Academy of Dental CPA's
- American Academy of Cosmetic Dentistry
- American Academy of Dental Group Practice
- American Association of Dental Office Managers
- American Academy of Dental Practice Administration
- American Association of Endodontists
- American Dental Association
- American Dental Education Association
- American Dental Hygienists Associations
- American Student Dental Association
- British Small Animal Veterinary Association Congress
- Canadian Dental Association
- Chicago Midwinter Dental Meeting
- Hinman Dental Meeting
- Holiday Dental Conference
- Int'l Association of Administrative Professionals
- Int'l Association of Comprehensive Aesthetics
- National Council of Architectural Registration Boards
- North American Veterinary Conference
- Pacific Coast Association of Orthodontists
- Patient Treatment Coordinators Association
- SPVS/VPMA Veterinary Congress, England
- Smiles at Sea Dental CE Cruises
- TBSE (The Best Seminar Ever) - keynoter
- Thompson Okanagan Dental Society

Local

- Dentist's Who Care (Padre Island, TX)
- Greater Kansas City Dental Society
- Nashville Dental Society
- Sixth District Dental Society; New York
- Southwest District Dental Society
- West Coast District Dental Association
- West Michigan District Dental Society

State

- California Dental Association
(multiple)
- California Dental Lab Owners Association
- Connecticut Dental Association
- Indiana Society of Pediatric Dentistry
- Kentucky Dental Association
- Michigan AGD Annual Session
- Missouri Dental Association
- Ohio Dental Association
- Oregon Dental Association
- Oregon Dental Executives Association
- Pacific Dental Conference; Vancouver
- Pacific Northwest Dental Conference
- Rocky Mountain Dental Convention
- Spokane District Dental Society
- Star of the North Dental Meeting
- Texas Dental Association
- Utah Dental Association
- Virginia Dental Association

Corporate

- Aurum Group Business Summit
- Care Credit Annual Meeting
- Carestream Dental Summit
- Coast Dental Services
- Cornerstone Endodontic Group
- CR Update Annual Session
- Dental Business Institute Faculty
- eAssist Leadership Meeting
- Kodak Users Meeting
- Kois Center Annual Session
- Pacific Dental Services
- Patterson Dental
- Seattle Study Club Director's Meeting



Consulting/Speaking Meetings

- Academy of Dental Management Consultants
- California Association of Dental Assisting Teachers
- Dentistry's Got Talent
- Dental Speakers Institute (Faculty)
- Endo Mastery Annual Session
- Fortune Practice Management Annual Meeting
- Speaking Consulting Network (Voted "Outstanding Speaker")
- Vet Partners

Study Clubs

- DDS Study Club; Toronto, ON
- Great River Study Club, MN
- Seattle Study Clubs (multiple)

Universities

- UCLA School of Dentistry
- University of Pacific
- University of Texas, School of Hygiene

