Meet Sophia Dunkley:

Your Guide To Unmatched Success in Dental Practice Management

The Practice NAVIGATOR
Raising the Bar in Dentistry

SPEAKER | COACH | CONSULTANT

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Sophia Dunkley has been transforming dental practices since 2000, drawing on her extensive experience across all administrative roles in the dental field since 1994. Holding positions as front office administrator, practice manager, treatment acceptance trainer, and director of operations to marketing director and consultant, Sophia has honed her expertise in every facet of dental administration. As a consultant, coach, and certified energy leadership coach, Sophia excels in case acceptance coaching, and practice management, helping practices increase profitability and support a cohesive and empowered team environment. Case acceptance has become the cornerstone of her consulting and coaching, reflecting her commitment to converting dental practices to success.

Sophia's Approach

- **Energy Dynamics:** uses energy leadership assessments to create productive work cultures
- **Human Connections:** Build strong relationships between team members and patients. With the concept of making a stranger a friend.
- **Tailor-Made Systems:** Designs, customized systems for team training, client retention, and leadership development.

Key Achievements

- Developed innovative case acceptance process.
- Successfully turned around struggling practices.
- Specialize in Case Acceptance and growth for FMR and Implant Arches practices.
- Certified energy leadership coach and prolific speaker

The Practice Navigator Mission

Empowering dental practices through **trust, innovation, and holistic growth,** focusing on building strong team and patient relationships, and enhancing quality of life for dental professionals and patients.

What Sets Sophia Apart

- **Human Connection Focus**
  Sophia's emphasis on building strong, trust-based relationships between team members and patients distinguishes her approach. She believes that human connections are the cornerstone of a successful dental practice.

- **Tailor-Made Systems**
  Her ability to design and implement customized systems for team training, client retention, and practice management ensures that each practice receives solutions specifically suited to their unique needs.

- **Comprehensive Practice Improvement**
  Conviction that case acceptance is the nucleus of a thriving dental practice, serving as the foundation upon which all other systems are built. This belief drives Sophia's innovative approach to coaching, aligning every aspect of practice management to boost patient acceptance and success.

Topics and Presentation

The Exceptional Financial Coordinator

This presentation and workshop program provides comprehensive training for individuals seeking to excel in managing the financial aspects of a dental practice. Drawing on experiences since 1994, Sophia's innovative approach emphasizes the importance of collaborative teamwork, effective leadership, and personalized patient interactions in driving practice success

Participants will gain valuable insights into optimizing financial workflows, increasing case acceptance rates, and fostering a positive workplace culture conducive to growth and profitability.

Learning Objectives Include

- **Develop Advanced Financial Management Skills:** Participants will acquire a deep understanding of reducing overhead in dental practices, including revenue optimization, and expense management. Attendees will learn practical strategies for maximizing practice profitability while ensuring financial stability and compliance.

- **Enhance Patient Communication and Case Acceptance:** Sophia Dunkley's unique methodology focuses on building meaningful connections with patients to facilitate positive decision-making. By mastering effective communication techniques and empathetic listening skills, participants will be equipped to guide patients through treatment plans with confidence, ultimately increasing case acceptance rates and fostering long-term patient loyalty.

- **Implement Strategic Leadership Practices:** Effective leadership is essential for driving practice success and fostering a culture of collaboration and innovation. Participants will explore leadership principles tailored to the dental industry, learning how to inspire and motivate their teams to achieve shared goals.

Elevating Transactions to Transform Lives in Dentistry

- **Develop Advanced Financial Management Skills:** Participants will acquire a deep understanding of financial principles specific to dental practices, including revenue optimization, and expense management. Attendees will learn practical strategies for maximizing practice profitability while ensuring financial stability and compliance.

- **Enhance Patient Communication and Case Acceptance:** Sophia Dunkley's unique methodology focuses on building meaningful connections with patients to facilitate positive decision-making. By mastering effective communication techniques and empathetic listening skills, participants will be equipped to guide patients through treatment plans with confidence, ultimately increasing case acceptance rates and fostering long-term patient loyalty.

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Transformative Case Acceptance: The Art of Patient Engagement

In this engaging and comprehensive session, Sophia Dunkley presents "Transformative Case Acceptance: The Art of Patient Engagement," a unique and thorough approach to mastering case acceptance in dentistry. Inspired by leading learning institutes, this session focuses on patient engagement, trust-building, and personalized care.

Key Learning Points

- **Increased case acceptance and practice profitability:** Enhance patient trust and satisfaction, leading to higher acceptance rates and profitability. The session provides streamlined methods for presenting and managing treatment plans and emphasizes the importance of team collaboration in achieving successful case acceptance.

- **Understanding transformative case acceptance:** Transformative case acceptance prioritizes patient engagement and trust, unlike traditional methods. It involves fostering strong relationships and using effective communication to address patients' needs and concerns.

- **The role of the team:** Each person is vital in this transformative process. Team involvement, strong leadership, and comprehensive patient assessments are essential for successful implementation. Effective presentation of treatment plans involves clear systems, visual aids, and educational tools. Strategies for overcoming objections, maintaining engagement, and ensuring compliance are also key, focusing on building long-term patient relationships for continued care and referrals

Embracing the Ritz-Carlton Philosophy in Dentistry by Creating Memorable First Impressions

- **Understanding the Ritz-Carlton customer service philosophy:** Participants will learn the fundamental principles of the Ritz-Carlton's renowned services and how to apply them in dental practices. Adopting these principles will help establish a culture of excellence and ensure that every patient interaction reflects top-tier quality, fostering trust and loyalty.

- **Creating memorable first impressions over the phone:** This session focuses on the key elements of making a positive first impression in patient phone interactions. It offers practical tools like scripts and guidelines for consistent and professional service while highlighting the importance of listening skills and empathy. Mastering these aspects helps dental practices ensure every potential patient feels valued and sets the stage for a positive, lasting relationship.

Why Book Sophia Dunkley

- **Expertise:** Over two decades of experience in dental practice management.
- **Innovative Approaches:** Integrates energy leadership and patient psychology.
- **Engaging Delivery:** Captivating speaker with practical tools for immediate implementation.
- **Transformational Impact:** Focuses on holistic practice growth and positive work culture.

Transform Your Practice Today! Don't miss the opportunity to bring Sophia’s transformative insights to your next event. Whether you're looking to boost your case acceptance rates, enhance team dynamics, or elevate patient care, Sophia Dunkley is the catalyst you need for lasting success.

How to Book Sophia Dunkley

1. Visit Website: Go to thepracticenavigator.com to learn more about Sophia's offerings and read testimonials from satisfied clients.

2. Contact Us Directly: Reach out via email at sophia@thepracticenavigator.com call or text (347) 577-9102 to discuss your event details and specific needs.

3. Fill Out the Booking Form: Complete the booking form on our website to provide us with information about your event, and we will get back to you promptly to finalize the details.

"Sophia was wonderful to work with and provided specific strategies on how to maximize financing to boost the profitability of a practice. Her approach was very collaborative."

- Kristy S. Practice Development Care Credit

Take the first step towards transforming your dental practice by booking Sophia Dunkley for your next speaking event. Let Sophia guide you on a journey from transactional interactions to transformational success. Contact us today and navigate your practice toward unparalleled growth and excellence.

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