

INTRODUCER : Audience members may not audiotape this seminar. Before reading introduction, please advise them that: *"individual taping of the presentation is prohibited based on copyrights"*. The following would also be greatly appreciated: *"Because ringing cell phones are distracting to everyone, let's all take a moment right now to turn the phones off or to vibrate" (pause and glance at the audience to be sure they heard you! Start the introduction after the audience has done this.)*

Suzanne Boswell is a practice management consultant from Raleigh, NC. She's an undercover "Mystery Patient" hired by practices to evaluate patient services and public image. On one appointment a practice presented itself *SO WELL* that she ended up getting *BRACES!* Suzanne has spoken at major dental meetings in North America and in Europe. She is an award-winning columnist and her book, "The Mystery Patient's Guide to Gaining and Retaining Patients" has received top marks by the dental profession.

Today Suzanne will talk about the positive impact of a cohesive team. We'll look at how we can strengthen the cohesiveness of our own teams. You'll learn some of the do's and don'ts of building a strong team. Then we'll put the principles to work right here. If you've seen Suzanne speak before, you know that she encourages a lot of audience participation - she wants you to get involved in today's session and that's how you'll get the most out of this program!

So let's take a look at what it takes to build an even stronger team. Please join me in welcoming Suzanne Boswell.....

INTRODUCER: A light approach, your good humor, and a smile during this introduction will help to increase audience interest in the program! THANK YOU!