

# For the experience and expertise you need in Practice Management Consulting and Team Development and Motivation



Dear Doctor,

## Would you like to utilize assessments to uncover the unique capabilities of your team members?

Do you ever feel like there is a lot of talking going on in your office, but not much listening? Do you feel unable to cope with conflict? Would you like to reduce the stress and negativity that employee conflict causes in your practice?

If so you're not alone. The following programs are available to you and your staff through Fran Pangakis Consulting:

### **DISC for Staff**

This assessment will help all employees know how to better communicate with each other and understand each others' preferences better.

### **Workplace Motivators**

This assessment will help you understand the values that drive your individuals, team, etc. By knowing and then using this information, you're able to lessen turnover.

### **PIAV (Personal Interests, Attitudes & Values Version)**

This assessment will help you understand the "why" behind many of your decisions and reactions.

## **Practice Management Consulting Services**

- Practice Assessment and Analysis
- Take Control of Your Overhead
- The New Patient Interview
- Scheduling for Profit
- Effective Staff Development
- Employee Evaluation & Training
- Staff Acquisition and Retention
- New Employee Training
- Integrated Performance Management (IPM)
- The Leader Within

## **Systems Implementation Training Services**

- Update/Upgrade Training
- Conversion Training
- Continuing Education
- Utilization of Advanced Features and Functions
- Clinical/Softchart Education
- Software Audit
- Basic Microsoft Word Merge
- Telephone Support

## **My commitment to my clients**

To provide high-quality, customized staff development and continuing education that enables clients to achieve practice management goals.

To provide training sessions that foster the development of doctors and staff members.

To help clients reach their practice goals and get the most out of their staff and their systems.

To offer continuing education sessions that provide opportunities to enhance management and computer skills.

To establish a 'treatment plan' for maximizing our client office's potential.

To teach our clients how to incorporate and utilize system features to achieve optimum profitability and productivity while reducing stress in the workplace.

## **What clients have to say**

*"I was fortunate to have Fran Pangakis work with us to help improve the customer service in our clinic. Fran worked miracles with our staff. She has that seldom seen combination of charisma, professionalism and knowledge which immediately put our*

*staff at ease and allowed them to open up to her about issues I had never been able to get a handle on. She was worth ten times what we paid her."*

**Carol Warfield, MD, Lowenstein Professor of Anesthesia, Harvard Medical School**

*"Fran Pangakis has been consulting for my practice for 6 years, and I can't imagine what we would do without her. She is the best thing that has ever happened to my practice, and my staff. She is an energetic, funny and knowledgeable presenter, and has a way of bringing about positive change even for those of us who might resist it at first."*

**Alan Marcus, DDS, Millbrae, CA**

## **About Fran Pangakis**

Fran has worked in the dental industry for over 30 years, having been an assistant, a hygienist, and a business manager. Her mission is to help dentists increase the productivity through business systems implementation, enhanced leadership skills and cohesive team management.

Fran is certified in implementing standard operating procedures and analyzing behaviors values and attitudes, as well as assisting doctors with employer manuals. Her clinical training focused on soft tissue management, improving patient/care provider communications and uncovering patient wants. She is certified by Bent Ericksen & Associates as a Human Resources specialist.



**Fran Pangakis  
CONSULTING**  
Helping Teams Work

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