

February 7, 2019
Dr. Marian S. Wolford

Spring 2019 Western PA Component Directors Report

The PAO 53rd Annual Meeting will be held June 21-22.

Location: Liberty Mountain Resort
78 Country Club Trail, Carroll Valley, PA 17320
(T) 717-642-8282
<https://www.libertymountainresort.com/>

Escape the city, the daily grind, overnight or just for the afternoon. It's a place to take a breather, host your event, or master your short-game. No matter the season, it's where life gets easier and you feel right at home.

Liberty Mountain Resort is nestled on 400 beautiful acres in Carroll Valley, Pennsylvania near the scenic Catoctin Mountains. Just 8 miles southwest of historic Gettysburg, the resort is convenient from both the Baltimore, Maryland and Washington, DC metro areas, as well as all of south central Pennsylvania.

The 116 room Liberty Hotel plays host to 3 accommodation options just steps away from each other, with each offering unique venues and amenities.

Dates: Friday and Saturday June 21 & 22, 2019
SPECIAL Pa. Association of Orthodontists room rate to tell them you are in the "PA. Assn. of Orthodontists room block".
Reserve rooms by May 26, 2019

FRIDAY JUNE 21st , 2019

PRESENTATION FOR THE ENTIRE TEAM!

8:00am 9:00pm Registration

9:00am 12:30pm DINO WATT "Influence, Persuasion, and Success: Why Understanding the Art of Body Language is Crucial to Each Team Member's Success" Dino Watt - Since 2008, award-winning mentor and #1 international bestselling author, Dino Watt, has been helping high-income producers replicate their business success into their personal relationships. His systems have been proven to create more happiness and peace in the workplace, more freedom from the many stresses in life and more revenue in business.

"I transform business owners into powerful, influential and exciting leaders and businesses into positive, productive and profitable teams." Dino Watt

Influence, Persuasion, and Success: Why Understanding the Art of Body Language is Crucial to Each Team Member's Success

Do you want to make sure your team members really hear each other...and you? Are you and your team tired of having to repeat yourselves on basic instructions? Would you like to know how to better influence and build rapport with your team members, patients, and loved ones faster? Discover the 2/3rds of the conversation you are currently missing out on by learning to read what is being said beyond the words you are hearing.

This presentation will be more than just another "lecture" - it's an interactive training where you will learn how to recognize, read, and use body language in a way you have never seen before. When you leave this class, you might not be a body language ninja just yet, but you will know how to ask better questions, influence more people, and engage others in order to create stronger relationships.

There is no success in your business that will compensate for failure in your relationships.

Learning Objectives:

- ~ The science behind body language
- ~ How understanding body language can help you build stronger relationships by knowing how to ask better questions.
- ~ The critical role your hands play in your communication.
- ~ The one thing you are overlooking that might be offending clients everyday
- ~ Understanding what part of the brain people are using so that you can ask relationship-building questions
- ~ The one reason too many professionals are becoming burned out, stressed out, and overwhelmed, and the one thing you can do to change it
- ~ Most Important: How to truly influence your team, family members, and love ones (yes, even your teenagers).

SATURDAY JUNE 22nd, 2019
ANOTHER GREAT ALL TEAM DAY!

8:00am 9:00pm Registration

9:00am 12:30pm Dr. Gerry Sampson: "The Exceptional Office Effective Strategies for Challenging Times"

Consider this novel thought: that the successful, happy practice is not a series of random events. It 's an intentional combination of enthusiastic, motivated and valuable people who, on a daily basis, have planned to do good work, understand and enjoy what they're doing and set a fine example. When dealing with reality and the stress of a busy schedule, demanding parents, patients, staff issues and increased competition The Exceptional Office rises to the occasion showing the skills essential to good rapport.

This presentation will focus upon an entertaining and educational look at achieving these goals.

Participants are assured of a motivating, provocative and worthwhile clinical experience .

Learning objectives:

Learn the key ingredients for " sustained individual success"

Reality check: social media and reputation management.

Learn the essential ingredients for loyalty and repeat business.

Increased competition: setting yourself above and apart

How to respond (and not respond) to various office behavioral situations.

What are the most effective methods for intercepting patient complaints?

What are the most successful methods to manage a patient/parent who is clearly very upset and dissatisfied?

What makes an office "exceptional" and why does the Exceptional Office thrive while others stumble?

Described as an educational entertainer, Gerry Samson completed pediatric dental residency at Emory University and orthodontics at Northwestern University, 1981. Since that time Gerry has been in private orthodontic practice and he is a Diplomat of The American Board of Orthodontics. In addition to orthodontic private practice, Dr. Samson holds formal faculty appointments at 6 USA postgraduate programs, is consultant to private pediatric dental and orthodontic practices, clinical director for one of the largest dental service

organizations in North America, and lectures extensively. Dr. Samson's presentations emphasize an evidence based approach stressing clinical decisions based on science.

Thank you, and please feel free to contact me if you have questions or would like additional information.

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