

The programme involves pre-arranged monthly personal and confidential one-to-one coaching and mentoring sessions at your preferred location. The purpose of this programme is to support you in the achievement of your goals and business development. The detail of each visit will be led by you, with information being gathered beforehand to ensure that the sessions are as effective as possible. We will work with your other professional advisors as required. Between visits, further support will be available by telephone, email or Zoom as required at no further charge.

Month 1 - Do I know where I'm going?

- Establishment of outcomes required from coaching sessions
- Business Planning – taking the time to plan and reflect.
- Vision for the practice – short, medium and long term
- Personal needs in context
- Values and style of practice
- Positioning and SWOT analysis
- Development of USP
- Creating a business plan for 12, 24 and 36 months.

Month 2 - Money matters.

- Financial overview
- Systems and reports
- Measurement and reporting
- Projections and variances
- Cashflow
- Fees, hourly rates and profitability

Month 3 - Smooth as clockwork

- Team –structure, appraisals and development
- Premises – planning for maintenance and growth
- Equipment – maintenance and investment
- Administration – compliance and systems
- IT – maximising use of system
- External support

Month 4 - Creating a 'wow' experience

- Step by step review of patient-centred journey and experience
- Team contribution
- Style and consistency of communication
- Marketing, websites and lead generation
- Feedback systems

Month 5 - Doing the dentistry

- Clinical skills and quality processes
- Clinical team and expectations
- Documenting information and gaining consent
- Photography and case presentation
- Audits and professional standards
- CPD and training

Month 6 - Bringing it all together.

- Review of progress of practice
- Planning for change
- Innovation and challenge.
- Going forwards