



Practice Management: Three Strategies for Success

Here are just a few of Dr. Becker's strategies for success. Learn more about his valuable strategies for charting your own "road to riches" during his special Practice Management Workshop. *Sign up early for this Limited Enrollment Session!*

1. Make the client #1

Every patient (and client) should feel that s/he is #1. Start with the end in mind. Be empathetic and show your concern – in how you interact with the patient *and* client. Listen. Set the tone you want to create. If a dog is anxious, introduce and play with a treat to make him more comfortable. Your words and body language – even the color smock you wear – can say a lot. If you've just come out of surgery, call the client *yourself* to give a report rather than delegating that to someone else.

2. Nurture your team.

Every great practice has a great team. What have you done lately to show your team how much you appreciate their hard work? It could be as simple as providing positive feedback.

3. Make the pet's trip to your office all treat rather than all pain.

Like many people, pets vote with their body language. Give the client tips to make the visit a positive experience. For example, if the pet is hungry, s/he will learn that a treat will be given at your practice. Or maybe you need to spray the room with a particular scent to make the animal feel more comfortable and "at home."

This limited enrollment session is geared to practice and front office managers on Thursday, October 13. Be sure to reserve your seat today.