

LESLIE D. ICENOGLE

An Implant Coordinator for over 25 years as well as Practice Manager for 17 years in the Oral & Maxillofacial Surgery field, Leslie comes to us from Indiana where she started her career in dentistry in 1985. During her oral surgery years, she was also a Program Advisor for CareCredit for ten years and worked for an imaging center scanning patients and offering training for general dentists in CT guided implant surgery.

Leslie is a member of The Association of Dental Implant Auxiliaries, The National Speakers Association, and The American Association of Oral & Maxillofacial Surgeons. Leslie enjoys being able to improve patient's lives with implant dentistry, as well as improving the lives of dental auxiliaries with standard operating procedures.



Dental Implant Auxiliary Training

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PACE
LOGO
HERE

Scripting for the Dental Implant Practice

Presented by
Dental Implant Auxiliary Training

LESLIE ICENOGLE, LECTURER

DESCRIPTION OF COURSE CONTENT

- **Commonly Asked Questions**
- **Patients Top 4 Concerns with Implant Dentistry**
- **Sample Scripts**
- **Power Words to Create Your Scripts**
- **Why Patients Procrastinate**
- **Listening Skills**
- **Role Playing**
- **Steps to Successful Scripting**



PLEASE JOIN US

Fun environment with peer-to-peer discussion!

REGISTRATION INFORMATION

Date: Wed., Oct. 23, 2013
Time: 8:30 a.m-4:30 p.m.
Location: Conference Center
9126 Technology Ln
Fishers, IN 46038
Lecture: 8:30 am – 4:30 pm
CE Credits: Six (6)
Fee: \$75
Lunch: Box Lunch Included
Contact: Leslie Icenogle
317-697-1127
leslie@teamimplants.com

Refund and Cancellation Policy:

Requests to cancel or transfer registration will be accommodated until 30 days prior. Upon request a full refund will be provided. Less than 30 days prior to course, no refund will be issued.

GOALS AND OBJECTIVES

- **Compose Tools to Increase Case Acceptance**
- **Provide consistent communication to patients; continuity of care**
- **Educate patients on the Implant process**
- **Get the “shopper” to schedule**
- **Send a positive message about who you are and what you have to offer**
- **Encourage patient interaction; ask questions**
- **Build excitement and value**