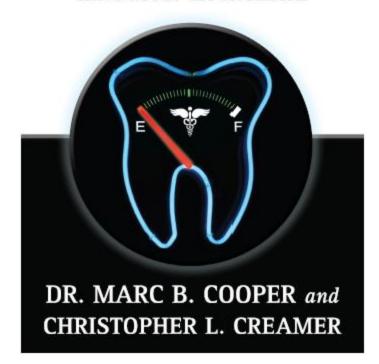
RUNNING ON EMPTY

Answers to Questions Dentists Have about the Recession





© 2009 by Dr. Marc Cooper & Christopher Creamer

The Mastery Company MasteryCompany.com PO Box 1806 Woodinville, WA 98072

Copyright holder is licensing this under the Creative Commons License, Attribution 3.0. http://creativecommons.org/licenses/byu/3.0/us/

Matt King edited all parts of the book, Running on Empty (2009), from which this chapter was taken.

Please feel free to forward this via email to whomever you believe would benefit.

Thank You!

RUNNING ON EMPTY

Answers to Questions Dentists Have about the Recession

by

Dr. Marc B. Cooper

Christopher Creamer

2009

TABLE OF CONTENTS

<u>PART 1</u> Manage Your Management

The New Context I'll Take Care of You

The Opportunity Don't Be Road Kill

Culture of Change Accountability

How the Future Shows Up for You

Listening

Vision Lost Great Patient Service

What Makes Successful Practices Successful Customer or Patient?

Is 'Excellence' Your Core Value? New Patient Referrals

Operating States and Integrity PART III

Shift from Beauty to Health

Bridge to the Future

<u>PART II</u> Self Improvement vs. Remastery

Rules for Change The Triangle Offense

Cash is King Core Values and Remastery

More with Less Final Words

BRIDGE TO THE FUTURE

It's not a secret anymore. The world and business have changed dramatically in the last year and the 'tried and true' of running a dental practice requires serious updating. The dental practice model needs to be *remastered*. Just like any great audio recording produced 10, 20 or 50 years ago, there are technologies available now which can improve the quality dramatically.

The same is now true of dental practice management. The bridge to a viable and stable practice must be anchored in core values.

Core values are absolute, immutable and unassailable. Core values are not subject to time or economic disturbances. Running your practice firmly anchored to your core values allows you to remain viable during the recession and builds a dental practice that produces strong business results and professional satisfaction well into future.

What if your core values were actually the core of your practice, not just ideals? What if you could shift compensation to no-kidding, pay-for-performance? What if you could significantly improve management and results whereby staff is more self-governing, self-motivating, and self-correcting. What if your practice could withstand the trials and tribulations through the recovery process from this recession and emerge stronger and more successful?

Remastery establishes a core values based practice model, making possible more powerful and effective leadership, ownership and management, during the recession and beyond.



BOOKS by Dr. Marc Cooper

Mastering the Business of Practice

Partnerships in Dental Practice

SOURCE; The Genesis of Success in Business & Life

Running on Empty; Answers to Questions Dentists Have about the Recession

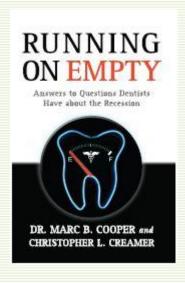
Valuocity; A Fable about Dental Practice (Fall, 2009)

Available at Amazon.com

'RUNNING ON EMPTY' ORDER INFORMATION

The book will be available July 31st at www.Amazon.com for single copies.

For 50 or more copies, please contact
The Mastery Company at (425) 806-8830





THE MASTERY COMPANY

MasteryCompany.com

All Rights Reserved 2009