



Dental Assistant Check List

Welcome! Use this check list in sequence to guide yourself through each course. Once you complete a lesson, sign it off by placing your initials in the space next to it. As we add courses to the DDS Success training platform, we will update the check list; we will let you know when that happens. Have fun!

1. Initial Training for the Entire Team

Introduction to DDS Success

- a) Introduction to DDS Success _____
- b) How to Study These Courses _____

Communication Tools

- a) The ARC Triangle, Part 1 _____
- b) The ARC Triangle, Part 2 _____
- c) The Tone Scale, Part 1 _____
- d) The Tone Scale, Part 2 _____
- e) The Tone Scale, Part 3 _____

Getting Patients to Want What They Need

- a) Getting the Patient to Want What They Need _____
- b) Caring About the Patient _____
- c) Is the Objection “Faulty” or “Legitimate”? _____

2. Customer Service in a Dental Office

- a) Delivering Prompt Service _____
- b) Putting the Patient First _____
- c) Being Straightforward About Treatment & Fees _____

d) Adding a Personal Touch _____

3. Effective Communication

- a) Introduction _____
- b) What is Real Communication? _____
- c) Having the Right Intention _____
- d) The Formula of Communication _____
- e) The Cycle of Communication _____
- f) How the Cycle of Communication Often Goes Wrong _____
- g) Two-Way Communication _____
- h) Communicate Your Own Reality _____
- i) The Ability to Confront _____
- j) Be Willing to Receive Communication _____
- k) Common Communication Errors _____

4. Basic Case Acceptance (Sales)

- a) Who Should Sell _____
- b) Caring About the Patient _____
- c) Is the Objection “Faulty” or “Legitimate”? _____
- d) The 6 Types of Objections _____
- e) Prepaying _____
- f) Scale of Resistance _____
- g) The Financial Discussion, Part 1 _____
- h) The Financial Discussion, Part 2 _____
- i) How to Apply This Immediately _____

5. The Art of Scheduling Productively

- a. Lesson 1 _____
- b. Lesson 2 _____
- c. Lesson 3 _____
- d. Lesson 4 _____
- e. Lesson 5 _____
- f. Lesson 6 _____
- g. Lesson 7 _____

- h. Lesson 8
- i. Lesson 9
- j. Lesson 10
- k. Lesson 11
- l. Lesson 12
- m. Lesson 13
- n. Lesson 14
- o. Lesson 15
- p. Lesson 16

6. Hygiene & Patient Retention

- a) Lesson 1
- b) Lesson 2
- c) Lesson 3
- d) Lesson 4
- e) Lesson 5
- f) Lesson 6
- g) Lesson 7
- h) Lesson 8
- i) Lesson 9

7. Advanced Case Acceptance: The Scale of Selling

- a) What is the “Scale of Selling”?
- b) Identifying Where the Patient is On the Scale, Part 1
- c) Identifying Where the Patient is On the Scale, Part 2
- d) Using the Scale
- e) Demonstrations, Part 1
- f) Demonstrations, Part 2
- g) The Source of Sales Failure
- h) Source of Sales Failure Demonstration
- i) Doing it Right
- j) Doing it Right Demonstration

8. Advanced Case Acceptance: The 4 Steps of Selling

- a) Step 1

- b) Step 1 - Demonstrations _____
- c) Step 2 _____
- d) Step 2 - Demonstrations, Part 1 _____
- e) Step 2 - Demonstrations, Part 2 _____
- f) Step 2 - Demonstrations, Part 3 _____
- g) Step 3 _____
- h) Step 3 - Demonstrations, Part 1 _____
- i) Step 3 - Demonstrations, Part 2 _____
- j) Step 4 _____
- k) Step 4 - Demonstrations _____

9. Advanced Tone Scale Training

- a) Introduction, Part 1 _____
- b) Introduction, Part 2 _____
- c) Apathy, Part 1 _____
- d) Apathy, Part 2 _____
- e) Grief, Part 1 _____
- f) Grief, Part 2 _____
- g) Fear, Part 1 _____
- h) Fear, Part 2 _____
- i) Covert Hostility, Part 1 _____
- j) Covert Hostility, Part 2 _____
- k) Covert Hostility, Part 3 _____
- l) Covert Hostility, Part 4 _____
- m) Covert Hostility, Part 5 _____
- n) Anger, Part 1 _____
- o) Anger, Part 2 _____
- p) Anger, Part 3 _____
- q) Antagonism, Part 1 _____
- r) Antagonism, Part 2 _____
- s) Antagonism, Part 3 _____
- t) DEMONSTRATION: Handling an Antagonistic Patient _____
- u) Boredom, Part 1 _____
- v) Boredom, Part 2 _____
- w) Conservative, Part 1 _____
- x) Conservative, Part 2 _____
- y) Cheerful, Part 1 _____
- z) Cheerful, Part 2 _____

- aa)Enthusiasm, Part 1
- bb)Enthusiasm, Part 2

10. Using the Tone Scale as a Communication Tool

- a) Introduction
- b) Why Matching Tones Works
- c) Apathy
- d) Grief
- e) Fear
- f) Covert Hostility
- g) Anger
- h) Antagonism
- i) Boredom
- j) Conservatism
- k) Enthusiasm
- l) Supplemental lesson: Spotting a Tone

— End —