



Laura Nelson
AUTHOR AND SPEAKER



LAURA NELSON

LEADING THE WAY:
TRANSFORMING GAPS INTO GROWTH OPPORTUNITIES

www.lauranelsonspeaks.com

ABOUT

FOUNDER, AUTHOR, SPEAKER, VISIONARY AND EDUCATOR



Laura Nelson, M.S., is a dynamic leader, author, speaker, and educator, renowned for her transformative contributions to the dental industry and beyond. As the founder of Front Office Rocks, she revolutionized dental office training with groundbreaking online platforms that enhance practice performance and empower teams to reach their full potential.

With a career spanning over 20 years, Laura now serves as Vice President of AI, Training and Development at Mango Voice, where she leads the industry in advancing AI-driven solutions for dental front office operations. She is widely recognized as the leading expert on how dental teams can adopt artificial intelligence to improve workflow, communication, and patient experience.

Laura also co-founded Sober Life Rocks, a pioneering initiative promoting sober choices in professional settings, helping to build healthier lifestyles and more inclusive communities.

Laura's expertise spans beyond dentistry, making her a sought-after speaker and coach. She is the author of four impactful books: *Step Away from the Drill*, *Hiring Without Hesitation*, *The Inclusive Event Planner*, and *Brush Up on AI*, offering insights on practice management, effective hiring, inclusive events, and the future of artificial intelligence in dentistry. Internationally acclaimed for her engaging talks, Laura also founded Sober Life Rocks, building a community that celebrates sober choices. She works with meeting planners and employers to create welcoming, sober-inclusive environments.



SERVICES OFFERED

- ✓ **Keynotes:** Powerful, inspiring messages to audiences that set the stage for growth.
- ✓ **Lectures:** Provide engaging, in-depth knowledge on specialized topics.
- ✓ **Workshops:** Facilitate interactive, practical sessions for attendees.
- ✓ **Team Building Events:** Foster collaboration & strengthen team dynamics.
- ✓ **Panel Discussions:** Share expertise and encourage audience participation.
- ✓ **Corporate Event Consulting:** Strategic guidance for sober inclusive events.





LAURA’S EXPERTISE

Laura’s unique value propositions include empowering professionals across industries, pioneering innovative training solutions, advocating for sober lifestyles, and delivering practical advice and strategies for business teams and owners. Laura's brand is defined by curiosity, empowerment, education, enthusiasm, and unwavering support, driving personal and professional growth and fostering a culture of excellence.

Leadership Development	Building a Team That Rocks
Operational and Cultural Excellence	Effective Communication Skills
AI Skills for Smarter Teams	Normalizing Sober Inclusivity



AUDIENCE FEEDBACK

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IMPACTFUL LEADER

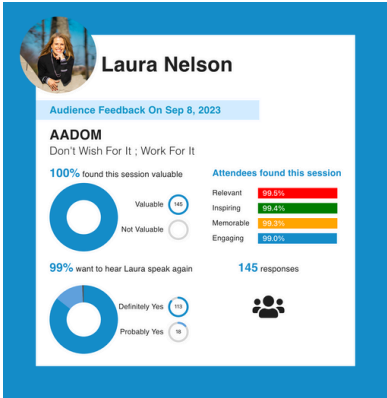
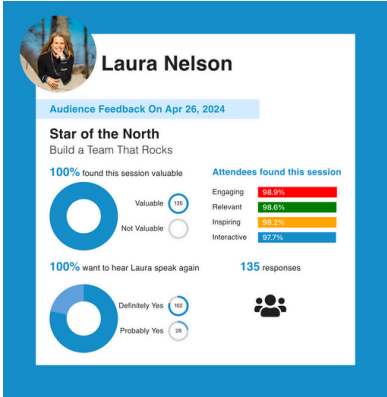
"Laura Nelson has transformed our practice with her innovative training methods."

“
INSPIRATIONAL SPEAKER

"Laura’s talks are a blend of inspiration and actionable insights."

“
DEDICATED ADVOCATE

"Her commitment to promoting sober choices is truly commendable."



CONTACT

PRESENTATION TOPICS



1. CROSSING THE GAP: LEADERSHIP DEVELOPMENT

In this dynamic session, dentists, dental office managers, team members, and aspiring leaders are guided through the transformative journey of crossing the gap from management to leadership. Participants will gain essential skills and insights needed to evolve from task-oriented managers to inspiring and effective leaders, capable of fostering a motivated and high-performing team.

ATTENDEES WILL LEARN

- Understanding Leadership vs. Management: Managing tasks vs. leading people.
- Developing Emotional Intelligence: Use emotional intelligence for strong team relationships.
- Effective Communication Skills: Master communication to inspire and engage team members.
- Building a Positive Team Culture: Create a supportive, high-performing team environment.

SUGGESTED AUDIENCE

Doctors, Owners and Team Leaders

SUGGESTED FORMATS

Keynote, Half Day Course, Lecture & Workshop

2. BUILDING ROCKSTAR TEAMS: ADDRESSING THE LEARNING GAP

Participants will learn strategies and techniques to build a cohesive, high-performing team focused on exceptional customer and patient care. By addressing training gaps and emphasizing team dynamics, collaboration, and motivation, this session equips attendees with tools to create an environment where every member can thrive and contribute to the team's success.

ATTENDEES WILL LEARN

- Implement effective training strategies to enhance teamwork and collaboration.
- Master communication skills that ensure clarity and understanding within the team.
- Develop techniques to boost team morale and engagement for sustained performance.
- Educate team members on the business side and their impact on overall success.

SUGGESTED AUDIENCE

Entire Team: Owner, Doctor, Administrative and Clinical

SUGGESTED FORMATS

Keynote, Half Day Course, Lecture & Workshop

3. BRIDGING THE GAP: TOUGH TALKS FOR STRONGER RELATIONSHIPS

Explore how to effectively navigate conversations to bridge gaps in thoughts, beliefs, and ideas. Mastering the art of difficult dialogues fosters better understanding, builds stronger relationships, and creates a cohesive and collaborative environment. Through practical techniques and empathetic communication, turn challenging discussions into opportunities for growth and connection.

ATTENDEES WILL LEARN

- Develop skills to appreciate diverse thoughts during challenging conversations.
- Learn about communication cycle and where most communication breaks down.
- Communicate clearly and empathetically in difficult dialogues.
- Address barriers to productive conversations.
- Turn hard conversations into collaborative opportunities.

SUGGESTED AUDIENCE

Entire Team: Owner, Doctor, Administrative and Clinical

SUGGESTED FORMATS

Full or Half Day Course, Lecture & Workshop

4. ROCK THE GAP: BOOSTING DENTAL OFFICE EFFICIENCY

Efficiency in an office is essential for maximizing productivity and providing timely patient care. This presentation will cover best practices for streamlining office operations, from appointment scheduling to patient flow and record management. Attendees will learn how to identify bottlenecks and implement solutions that enhance overall office performance.

ATTENDEES WILL LEARN

- Identify common inefficiencies in dental office operations.
- Explore strategies for optimizing appointment scheduling and patient flow.
- Learn techniques for effective time management and task prioritization.
- Challenge the "we've always done it that way" mindset to find better, more efficient methods.

SUGGESTED AUDIENCE

Entire Teams: Owner, Doctor, Administrative and Clinical

SUGGESTED FORMATS

Full or Half Day Course, Lecture & Workshop

5. BEYOND THE BUSY: BRIDGING GAPS FOR OPTIMAL CASE ACCEPTANCE

Overcoming busy routines and habits that hinder effective patient communication and case acceptance is crucial. By learning to slow down and bridge the understanding gap, dental professionals can enhance patient interactions, streamline processes, and improve overall case acceptance rates. This approach not only fosters stronger patient relationships but also contributes to a more efficient and successful practice.

ATTENDEES WILL LEARN

- Recognize and address the impact of busy routines on patient communication.
- Develop strategies to clearly explain dental needs and treatment plans.
- Implement practices that enhance patient understanding and decision-making.
- Build patient trust and confidence through improved interaction and transparency.

SUGGESTED AUDIENCE

Entire Team: Owner, Doctor, Administrative and Clinical

SUGGESTED FORMATS

Full or Half Day Course, Lecture & Workshop

6. SHEDDING LIGHT ON SILENCE: CREATING PATHS TO BEING SEEN

Recognizing that, while we work together, we are only as strong as our weakest link and we all face challenges in our lives. By fostering an environment where individuals feel seen and understood, we can create a more supportive and cohesive team. Participants will explore strategies to build a culture that encourages empathy and open communication, acknowledging that everyone has personal struggles without bringing drama to the workplace.

ATTENDEES WILL LEARN

- Recognize and address the impact of personal challenges on team dynamics.
- Develop strategies to encourage open communication and mutual understanding.
- Create an inclusive culture where everyone feels seen and valued.
- Learn techniques to build stronger, more supportive relationships within teams.

SUGGESTED AUDIENCE

Entire Teams: Owner, Doctor, Administrative and Clinical

SUGGESTED FORMATS

Keynote, Half Day Course, Lecture & Workshop

7. BRUSH UP ON AI: TRANSFORMING DENTAL TEAMS FOR THE FUTURE

AI is no longer just a buzzword—it's a powerful tool poised to revolutionize how dental offices operate. From streamlining workflows to enhancing patient care, artificial intelligence is changing the game in ways that impact every member of the dental team.

ATTENDEES WILL LEARN

- What AI is (and isn't) and how it fits into the dental world.
- How AI is already being used for tasks like scheduling, diagnostics, and communication.
- Why AI needs training, guidance, and true dental expertise to work effectively.
- The steps you can take now to prepare your team for this exciting technology.

SUGGESTED AUDIENCE

Entire Team: Owner, Doctor, Administrative and Clinical

SUGGESTED FORMATS

Full or Half Day Course, Lecture & Workshop

LAURA'S PASSION PROJECT

CLOSING THE ATTENDANCE GAP: SOBER-INCLUSIVE EVENT SUPPORT

Boosting attendance can be challenging, and relying on more alcohol isn't the solution. Sober-inclusive event planning offers innovative strategies for creating an environment that benefits everyone, not just those who don't drink. This includes planning non-alcohol-centric events, optimizing space for interactions, and offering diverse non-alcoholic drinks. Addressing the varied needs of all attendees fosters engaging, memorable experiences that boost attendance and connections for all participants, creating a more welcoming and inclusive event atmosphere.

SERVICES OFFERED

- Integrate sober inclusivity support into a speaking arrangement.
- Provide hourly coaching call sessions to assist with planning.
- Actively involved in planning and onsite meeting support.

CONTACT



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