



Laura Nelson
AUTHOR AND SPEAKER

SPEAKER PACKET 2026

Laura Nelson

AI changes the work.
People change the experience.

Keynotes, workshops and hands-on AI sessions for dental teams, office managers, doctors and the people who plan their meetings. Practical, a little funny, and built so your audience can use it Monday morning.

Book Laura • lauranelsonspeaks.com/speaking



More than 20 years in dentistry. **She's done the jobs she teaches.**



MS	Master of Science
FAADOM	Fellow, AADOM (American Association of Dental Office Managers)
20+	years in the dental industry
4	books, including Brush Up on AI

Laura Nelson, MS, FAADOM, is VP of AI, Training and Development at Mango Voice, where she leads education and strategy around how dental practices actually use AI.

Her focus isn't showing teams what AI can do. It's helping them fit AI into the systems they already run, so the technology works the way a dental office works and the human side of patient care stays strong. She built Have Them at Hello, Mango Voice's phone coaching program, which pairs proven phone skills training with AI patient role-play so team members can practice in a safe space and get coaching on the spot.

She is the founder of Brush Up on AI, the education brand built around her latest book, including the hands-on Brush Up on AI Bootcamp for dental teams. Before that, she took what she learned running dental front offices and built Front Office Rocks, an online training platform for dental teams.

Laura is the author of four books: *Step Away from the Drill*, *Hiring Without Hesitation*, *The Inclusive Event Planner* and *Brush Up on AI*. She is also the co-founder of Sober Life Rocks, helping meeting planners and employers build events where everyone feels welcome, whether or not they drink.

On stage, she teaches the way she ran her front office: why first, then how, with examples teams can put to work the next morning. Audiences leave with something they can use, not a list of buzzwords.

Where you'll find her

 **VP of AI, Training & Development**
Mango Voice

 **Co-Founder**
Sober Life Rocks

 **Founder**
Brush Up on AI

 **Founder**
Front Office Rocks

Ways to work with Laura

- Keynotes
- Lectures
- Hands-on workshops
- Multi-session AI bootcamps
- Team building
- Panel discussions
- Sober-inclusive event consulting

AI that fits the way a dental office **actually works.**

HANDS-ON WORKSHOP

Build Your Invisible Assistant

AI for dental teams, laptops open

Everybody says they use AI. Ask what for, and the conversation's over. In this session every person builds an assistant that knows their role, their office and the number they're trying to move. Same approach as the Brush Up on AI Bootcamp, sized for your event.

ATTENDEES LEAVE ABLE TO

- Explain what AI is and what it's good at, without the hype and without the fear
- Set up a named assistant with saved instructions for their role, on laptop and phone
- Turn one number that matters into a tracker and an action plan with owners and dates
- Keep patient information out of public AI tools, every time, using placeholders

Audience: Entire team, office managers, doctors

Formats: 90-minute workshop, half day, or a three-session bootcamp

Keynote version for non-dental audiences: *Your Invisible Assistant: Using AI to Organize Your Life, Not Just Your Business.*

KEYNOTE OR LECTURE

Work Smarter, Care Deeper

AI and the human side of the dental office

Teams are being told to choose between efficiency and empathy. They don't have to. Laura shows where AI earns its keep right now and where a human needs to show up on purpose. Here's the thing: AI doesn't fix broken systems. It amplifies them.

ATTENDEES LEAVE ABLE TO

- Map where AI helps today: scheduling, phones, insurance verification, patient messages and notes
- Sort any task with one question: does the patient need to feel a human here?
- Build the human skills that matter more as the busywork gets quieter
- Ask six questions before buying any AI tool, HIPAA included

Audience: Office managers, owners, doctors and team leaders

Formats: Keynote, lecture, half day

KEYNOTE OR WORKSHOP OPENER

Your Brain on Change

Why knowing better doesn't mean doing better

Every office has nodded along at a good idea and gone right back to the old way on Monday. That's not a discipline problem. That's how brains work. This session helps people see their own resistance clearly, without judgment, so the next change actually sticks.

ATTENDEES LEAVE ABLE TO

- Tell the difference between "this is a bad idea" and "this is unfamiliar"
- Spot the two patterns that kill change: the idea talked about so often nobody believes it, and the change that went badly once
- Answer the quiet fears under "I don't think we need this"
- Name one thing they've been avoiding, out loud

Audience: Entire team, and leaders rolling out anything new

Formats: Keynote, lecture, workshop opener

Pairs well with Build Your Invisible Assistant: change first, then the hands-on build.

Rockstar teams, real leaders and patients who say yes.

Crossing the Gap: From Manager to Leader

Managing tasks and leading people are two different jobs. This session helps office managers, doctors and team leads make the jump, so the team follows because they want to.

- Leadership vs. management: tasks vs. people
- Emotional intelligence for stronger team relationships
- Communication that inspires and engages
- A positive, high-performing team culture

Audience: Doctors, owners and team leaders · **Formats:** Keynote, half day, lecture and workshop

Clocked In: Make Every Minute Matter

Busy isn't the same as effective. Laura finds the bottlenecks in scheduling, patient flow and the daily to-do list, and swaps "we've always done it that way" for something that works better.

- Spot the common time leaks in a dental office
- Scheduling and patient flow that hold up on a full day
- Time management and priorities for every role
- Challenge old habits and find better methods

Audience: Entire team · **Formats:** Full or half day, lecture and workshop. Companion session: *Take Control: Maximize the Schedule*

Build a Team That Rocks

100% found it valuable

Great patient care starts with a team that trusts each other and knows its part. Laura closes the training gaps and shows how to build a team where every person can do their best work.

- Training strategies that improve teamwork
- Communication that keeps everyone clear
- Ways to lift morale and keep it there
- Teaching the team the business side, and their impact on it

Audience: Entire team: owner, doctor, administrative and clinical · **Formats:** Keynote, half day, lecture and workshop

Beyond the Nod: Dental Case Acceptance

A patient nodding isn't a patient saying yes. Laura shows teams how to slow down, explain the why and not just the what, and have the money conversation with confidence.

- See how busy routines get in the way of patients
- Explain treatment so patients understand it and can decide
- Offer options to everyone, not just those who look like they need them
- Build trust through clear, honest conversations

Audience: Entire team · **Formats:** Full or half day, lecture and workshop



LAURA'S PASSION PROJECT

Closing the attendance gap: sober-inclusive events

More alcohol isn't the answer to better attendance. Sober-inclusive planning makes events better for everyone, not just the people who don't drink: events that aren't built around the bar, spaces made for real conversation, and drinks everyone actually wants.

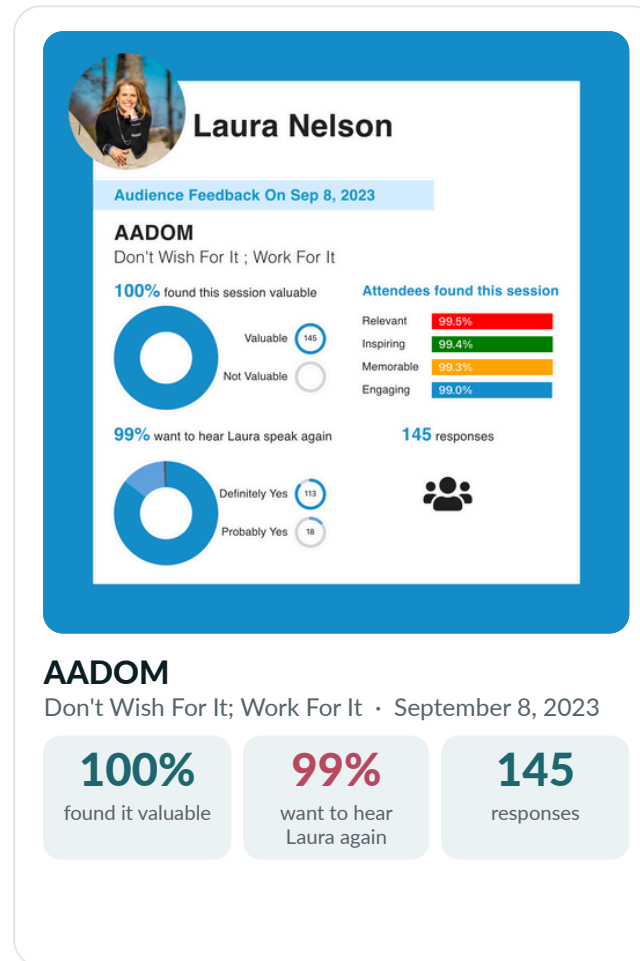
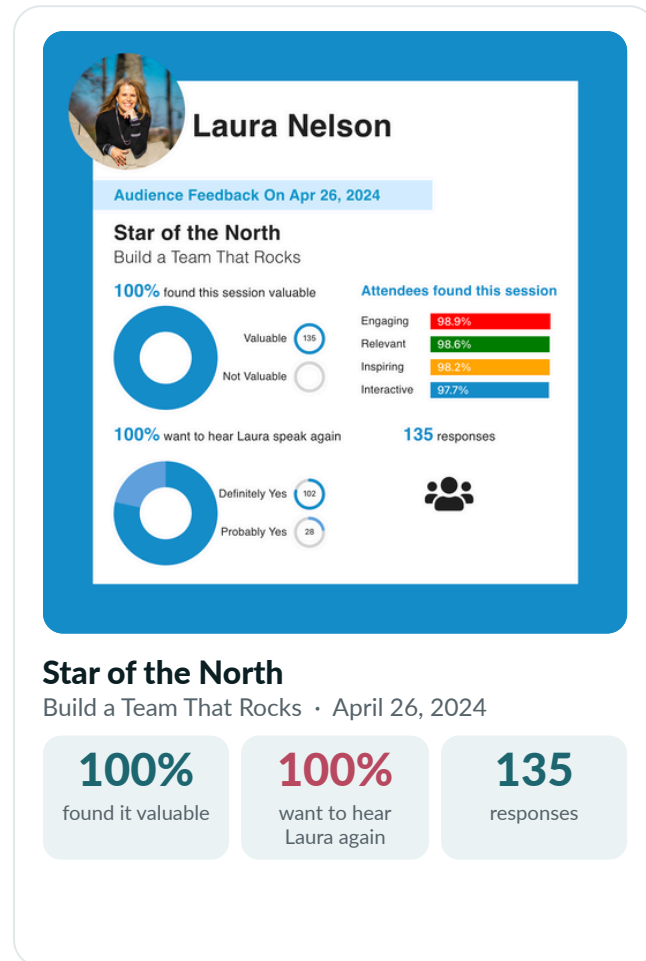
Also available: *Guiding Others Toward Sober Inclusivity Through Questions*, an interactive session for meeting planners, HR teams and business owners.

SERVICES

- Sober-inclusive support built into a speaking engagement
- Hourly coaching calls to help with planning
- Hands-on planning and onsite meeting support

Also on request: Tough Talks for Stronger Relationships · Shedding Light on Silence: Creating Paths to Being Seen · Hiring for Keeps

Don't take her word for it. Here's what the room said.



Where Laura has spoken

AADOM
National conference,
Insurance Symposium,
webinars

ADA SmileCon

Star of the North

**Pacific Northwest Dental
Conference**

**Rocky Mountain Dental
Convention**

Yankee Dental Congress

**Michigan Dental
Association**

Ohio Dental Association

**Idaho State Dental
Association**

Jamaica Dental Association

**Ottawa Women Dentists
Study Club**

Vyne Dental Accelerate

Rectangle Health

**Dental Peer Leadership
Network chapters**

COMPANIES AND PARTNERS





BOOK LAURA

Let's talk about **your** event.

Tell Laura the date, the city, who's in the room and what you want them walking out with. She'll come back with ideas, formats and fees.

Book Laura lauranelsonspeaks.com/speaking



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Brush Up on AI

FOR DENTISTS AND TEAMS

Fees on request. In person or virtual. Keynotes, workshops, multi-session bootcamps and sober-inclusive event support.