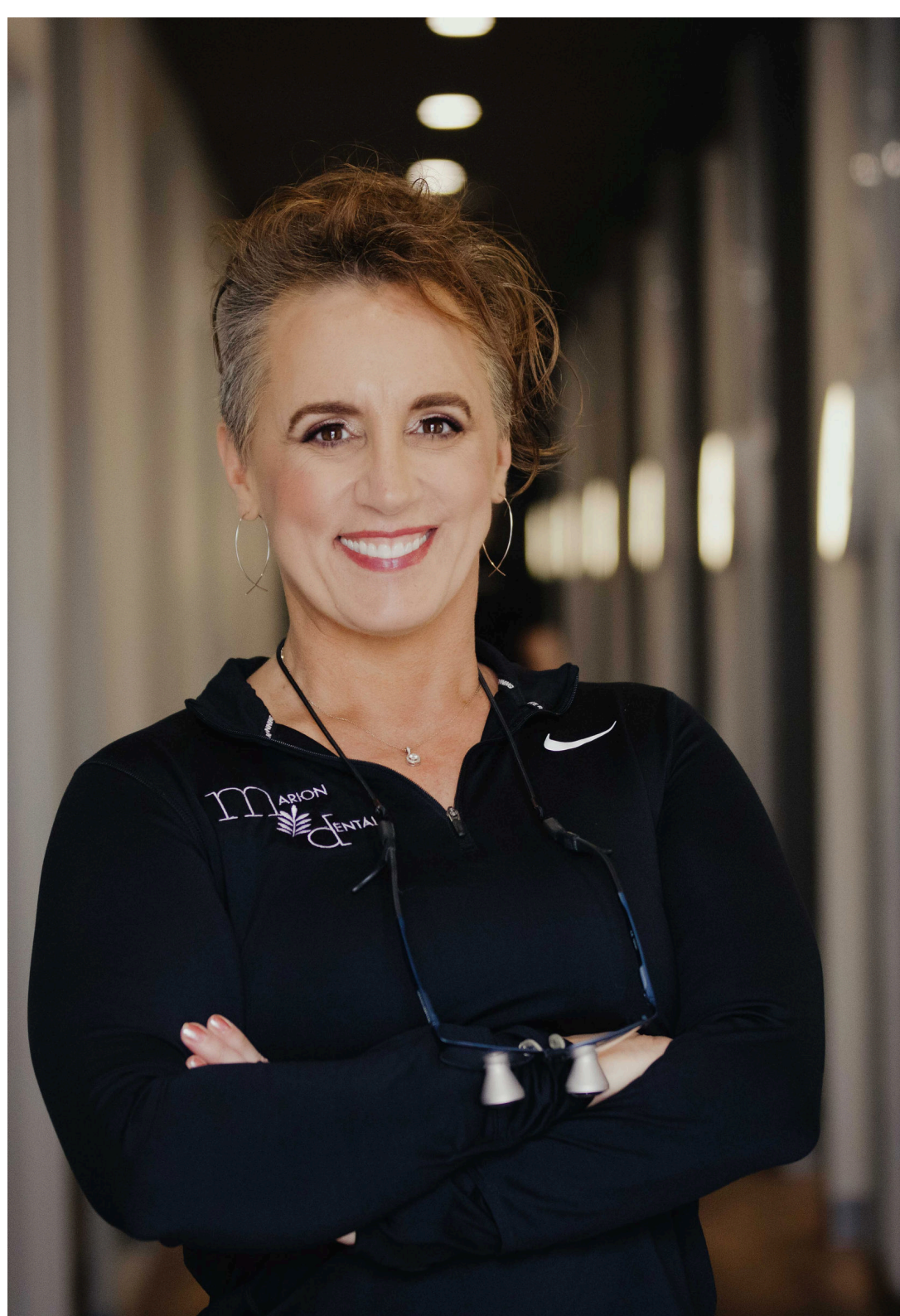


*Laura Mach, DDS*

Speaker  
Packet

*Love*  
YOUR PRACTICE  
DR. LAURA MACH, DDS





## Love your practice!

**Laura Mach, DDS** helps dental professionals recognize how to understand and guide their emotions and reactions to be more effective in business and personal communication.

Ultimately, improving communication and leadership skills will allow you to be heard accurately, inspire others, and augment your overall leadership presence.



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## Dynamic Presentations



### More than a Feeling: Creating Understanding and Relief Within the Dental Team

In this fast-paced, dive deep session, Dr. Mach helps attendees understand why we get so frustrated when we are trying to simply understand one another and discover how to fix most communication challenges using one simple tool.



### Gender Colorful: Creating a Safe Space for Transgender Patients

In this important and timely course, we will illuminate the history, identify the terminology, discover appropriate language use, and explore tips for inclusivity for both transgender children and adults.



### Little Voice: How and Why to Hear Your Inner Intuition

Sharing her story of escaping an abusive romantic relationship, Dr. Mach highlights the importance of listening to the "Little Voice" inside our heads that can guide us.



*"Laura Mach's seminar made me think about office communication in a whole new light. Being a dental leader can certainly be complex. Dr Mach teaches a strategy to help you be more successful with your office communications. Learn how to separate your (often 'untrue') thoughts from circumstances. If you are a dental leader or team member looking to boost office communication, I highly recommend this seminar. Plus, it was super fun!"*

—Dr. Tracy Davis, Ozark MO

## More than a Feeling: Creating Understanding and Relief Within the Dental Team



### Why is it so hard to talk to each other in the dental practice?

For the dental professional that finds yourself wondering: “Why can’t I get my team to do what I want?” Or “Why doesn’t the dentist listen to us when there is a problem?” In this fast-paced, dive deep session, general dentist and Certified Life Coach Dr. Laura Mach helps attendees finally understand why we get so frustrated when we are trying to simply understand one another and discover how to fix most communication challenges using one simple tool.

Study how the brain processes information, makes meaning from it, and generates emotions which drive us to action. The accumulation of these actions creates results in our professional and personal lives. Explore techniques that dental teams can use to break through communication barriers. Learn an approach for analyzing any situation, understanding your thoughts/feelings regarding it, and how to choose a more intentional thought or action. Gain a greater understanding of "the other side" and learn how to utilize these methods to improve team harmony and job satisfaction.

Dr. Mach will actively coach during the session. Attendees will rehearse the new skills and will be ready to use them Monday morning.



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### Bonus:

Attendees receive the Quick Start Guide  
to Constructive, Clear Correction

### Learning Objectives:

- Illuminate the connection between the ability to communicate and successfully lead
- Separate beliefs from the moment and determine how to respond for optimal outcome
- Increase self-awareness skills to listen well, inspire others, generate intentional reactions, and develop strong relationships
- Discover how to understand what triggers you emotionally and choose a purposeful response
- Feel less frustration and more confidence with your communication and leadership

#### SUGGESTED AUDIENCE:

All Dental Professionals

#### SUGGESTED FORMAT:

Partial Day; Lecture,  
Workshop, Keynote

“Thank you so much for speaking today. I think you provided a lot of useful information to our members. I could have listened to you speak for another hour at least.”

– Dr. Mina Kim; Secretary  
New York County Dental Society

# Gender Colorful: Creating a Safe Space for Transgender Patients



## Learning Objectives:

- Explore brief historical context for the existence of gender colorful species in nature
- Illuminate non-Western gender diversity and why we're seeing it more frequently now in Western culture
- Discover strategies for modifying practice protocols to foster inclusivity
- Develop non-verbal cues that indicate your practice is a safe space for all people
- Increase self-awareness skills to listen well, control reactions, show respect, and develop strong relationships

SUGGESTED AUDIENCE:  
All Dental Professionals

SUGGESTED FORMAT:  
Partial Day; Lecture,  
Workshop, Keynote

Gender colorful patients comprise 4% of the U.S. population.  
If you have 2,000 patients, you also have 80 transgender patients in your practice.

Many dental professionals have encountered gender colorful patients in their practices, yet we stumble in showing respect due to a lack of understanding of the etiquette rules around transgender communications. Some transgender individuals avoid dental care due to fear and experiences of discriminatory treatment. Understanding how LGBTQ patients self-identify is vital to improving our standard of care, building trust, improving patient outcomes and retention.

In this important and timely course, we will illuminate the history, identify the terminology, discover appropriate language use, and explore tips for inclusivity for both transgender children and adults. Attendees will rehearse the new techniques and strengthen their new communication skills. Learn what to say and what to do – and what to avoid - to help your transgender patients know they are respected in your practice.



Love  
YOUR PRACTICE

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*"We are grateful for the opportunity to learn about such an important issue. Your candor and openness helped our members feel at ease to ask questions they might otherwise not ask. We are grateful to learn how we can be respectful and inclusive to gender colorful patients. The course feedback has been excellent and the content was fantastic."*

–Aina Adashynski; Business Development & Partnership Manager  
Dental Assistants of British Columbia

## *Little Voice:* How and Why to Hear Your Inner Intuition

In our society today, we have lost the art of hearing our intuition, which can lead to bad habits and poor choices.

Using her own life experiences and her specialized training as a life coach, Dr. Laura Mach instructs listeners to overcome this problem.

Sharing her story of escaping an abusive romantic relationship, Dr. Laura Mach highlights the importance of listening to the "Little Voice" inside our heads that can guide us. Learn how we each got our little voice, the importance of actively listening to it, and how to understand what that voice has been telling you. If you want to change what actions you are taking or the feelings you have, transformation starts with awareness of what's going on in our heads.



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## *Bonus:*

A classically trained soloist, Dr. Mach performs "Little Voice" (Sara Bareilles) and concludes the presentation with encouragement for each person to stop and listen to their "Little Voice".

## *Learning Objectives:*

- Discover exercises you can employ at any time for quieting the mind and listening to the inner voice
- Understand why we sometimes don't take the actions to which we intend
- Integrate a deeper understanding of emotions: where they come from, why they are important, and ways to recognize when we are ignoring them
- Learn how this phenomenon affects your work in your dental office
- Create a more fulfilling life by tuning into your inner wisdom

SUGGESTED AUDIENCE:  
All Dental Professionals

SUGGESTED FORMAT:  
Keynote, Study Club  
(up to 60 minutes)



*Do you know that something has to  
change, but find yourself putting it off  
until you just can't take it anymore?*

Dental professionals who develop the skills to recognize their thoughts, emotions, and listen with intention develop stronger relationships with patients, team members, and strategic business partners.

**Laura Mach, DDS** helps dental professionals recognize how to understand and guide their emotions and reactions to be more effective in business and personal communication. Ultimately, improving communication and leadership skills will allow you to be heard accurately, inspire others, and augment your overall leadership presence.

A former chairside assistant, a general dentist, and certified Life Coach, Dr. Laura Mach has owned a thriving practice for 15 years and continues to practice dentistry three days a week. Through her consultancy, **Love Your Practice**, Dr. Mach guides dental professionals in self-awareness, self-management, and leadership strategies. With her training and experience as a life coach, she clarifies how to understand the origins of feelings in order to have a more intentional experience. After working through her program, dentists feel less worried and more in control of the direction of their practice.

Dr. Mach is host of the popular dental podcast **Love Your Practice: A Podcast for Dentists**. She is a frequent contributor to industry publications, such as Dental Entrepreneur, Dental Entrepreneur Women, RDH Magazine. Laura is on the board of Dental Entrepreneur Women. She is a member of Dental Speakers Bureau and Dental Speaker Institute. She has been inducted into the International College of Dentists and is a graduate of the Kois Continuum.



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*"I wanted to thank you for your  
matter-of-fact way of presenting your  
information in the webinar last  
evening. Because it IS a matter of fact."*

*- Susan Apsley, Education Manager  
New York County Dental Society*

### *Presentations* (PARTIAL LISTING)

New York County Dental Society  
JUMPSTART2021 Dental Meetings  
Professionals Conference  
Houston Dental Equality Network  
Dental Assistants of British Columbia  
Strong Mom-Dentists Summit  
Happy Dentists Retreat  
Available On Demand at Dental Toaster CE