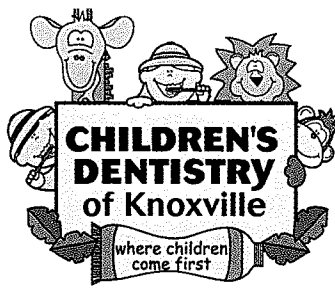


Darryl Phillips, DDS - Pediatric Dentist
Specialist in Dentistry for Children



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Dentistry Limited to Children & Adolescents

March 24, 2013

I first learned of Banta Consulting when I attended Lois' class at the ADA Convention in Las Vegas. I remember taking so many notes, that I literally ran out of paper! She was an excellent speaker, and she gave so many practical suggestions that I didn't want to miss a single one. We came back from Las Vegas and I reviewed my notes and tried out a few of Lois' ideas. Guess what – they worked!

Several months later, our doctor decided that our practice could benefit from a full consulting program. I contacted Lois and we set a date for an onsite visit. By way of background, our pediatric dental office opened in August of 2006 with 1 doctor and 3 employees. In January 2012 we moved into a new facility, and added a 2nd full time dentist. Our staff has now grown to 18 and 2012 has been a year of tremendous transition for us. We are so thankful Lois was with us every step of the way!

During Lois' first onsite visit her presentation and explanation of each team member's DiSC profile had a remarkable impact on the way our staff relates to each other and our doctors. One of Lois' early recommendations for us was to create a Practice Administrator position. During the initial onsite visit, we identified one of our clinical staff members who had been showing great potential. By August of 2012, we had transitioned her into her new role as Practice Administrator! Thanks to Lois identifying our need for someone in this role (immediately!), our entire team feels that our practice has transitioned to the next level. Our doctors have significantly less stress and employees can focus on their primary responsibilities.

Our monthly calls with Lois cover everything from employee concerns to financials to planning for future visits. I appreciate that she is available for additional calls, emails and texts on an as needed basis. Lois was a huge asset during the resignation of a long term, key employee. She provided encouragement as well as helpful and practical advice in the midst of what felt like a crisis.

Most recently, Lois led 2 days of meetings at our annual staff retreat. She was so well prepared and found creative ways to involve our staff of 18 so that everyone was invested in the action plans we were compiling. Our primary concern was how to implement all the ideas from the retreat once we got back to the office. We have had 2 other retreats previously (with other consultants) and found that it was very difficult to implement the ideas from the meetings. On Day 2 of our meeting with Lois, we asked how we can make sure these changes happen. Without hesitation she insisted on weekly meetings to focus on one project at a time.

As I mentioned, we have had very limited success implementing changes in the past so we trusted Lois' experience and began having weekly meetings when we returned from the retreat. All I can say is, Wow! It's working. Change is happening and our team is transitioning to the next level.

2012 was a critical year for us and we are so thankful to have had Lois' advice, guidance and encouragement every step of the way. She is an absolute pleasure to work with and her experience would benefit any office!

Jennifer Phillips, Business Manager