



CONSISTENT

— DENTAL SOLUTIONS —

Custom Employee Retention Programs

SPEAKER MEDIA KIT · DENTAL

Michelle Lasky

Aligned Teams.

Consistent Results.

KEYNOTES · WORKSHOPS · TEAM TRAININGS

Team communication coach for dental practices.
Everything DiSC® and The Five Behaviors® Authorized
Partner. 20+ years inside the dental practice,
starting as a dental assistant.



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MEET YOUR SPEAKER

20+ years inside the dental practice.

Michelle Lasky is the founder of Consistent Dental Solutions, a team communication and retention coaching firm based in Grand Ledge, Michigan. She started her career as a dental assistant and has spent more than 20 years inside dental practices, in clinical assisting, business office operations and practice management. She knows firsthand how every seat on the team connects, and where patient trust gets lost between them.

Michelle is an independent Everything DiSC® and The Five Behaviors® Authorized Partner, and a member of and speaker for the American Association of Dental Office Managers (AADOM). She coaches practice owners and their teams to strengthen communication, build trust and keep great people. Her programs give teams practical tools they can put to use the next morning.

PRONUNCIATION

MI-sheL LAS-kee

TITLE

Founder, Consistent Dental Solutions

PARTNERSHIP

Independent Authorized Partner, Everything DiSC® and The Five Behaviors®

AFFILIATION

Member and Speaker, American Association of Dental Office Managers (AADOM)

BASED IN

Grand Ledge, Michigan · Available in person and virtually

20+

years working inside dental practices

5

signature programs for dental teams and leaders

3

formats: 90-minute, half-day and full-day

“Most teams don’t fall apart because people are bad. They fall apart because no one ever taught them how to grow together.”

SHORT BIO · FOR PROGRAMS AND INTRODUCTIONS

Michelle Lasky is the founder of Consistent Dental Solutions and an independent Everything DiSC® and The Five Behaviors® Authorized Partner. A former dental assistant with more than 20 years in dentistry, she helps practice owners and their teams strengthen communication, build trust and keep great people. She is a member of and speaker for AADOM.

Your attendees don't need more theory. They need a team that works.

Turnover, tension and missed hand-offs cost practices patients and revenue. Michelle gives the whole team a shared language and practical tools they can use the next morning, so your event is remembered for the change it creates.

01

Built for the whole team

Dentists, office managers, hygienists, assistants and business assistants learn together, in one room and with one language.

02

Interactive by design

Table work, real practice scenarios and live application. Attendees participate instead of watching slides.

03

Rooted in real practice

She started chairside. Every example sounds like your attendees' Monday morning.

THE PROBLEMS MICHELLE SOLVES

- Team members who hear the same message differently
- Morning huddles that don't change the day
- Turnover that drains time, money and morale
- Tension between the business team and the clinical team
- Hand-offs where patient trust gets lost
- Leaders who manage all day and never get to lead

WHAT ATTENDEES WALK AWAY WITH

- A clear understanding of their own communication style and the styles of the people they work with
- Language to handle hard conversations without damaging relationships
- One specific change to use immediately in a huddle, hand-off or feedback conversation
- A shared framework the whole team can keep using after the event

IDEAL AUDIENCES AND EVENTS

Dental conferences and summits · AADOM chapters · Dental assistant and hygiene associations · Study clubs · Dental society meetings · DSO and group practice leadership retreats · In-office team trainings

FEATURED SESSION

Same Message, Different Team: Using DiSC® to Communicate So Every Team Member Hears You

COURSE DESCRIPTION

The same announcement at the morning huddle can land four different ways. One team member wants the bottom line, another wants the energy, another wants reassurance and another wants the details. When the message misses, practices pay for it in miscommunication, tension and turnover.

In this interactive session, the whole dental team learns the four DiSC® communication styles, recognizes which styles are present on their own team and practices adjusting how they deliver information. Participants leave with a shared language and one specific change they can apply to a recurring practice conversation.

LEARNING OBJECTIVES

At the conclusion of this course, participants will be able to:

1. Identify the four DiSC® communication styles and recognize which styles are present on their own team.
2. Explain why identical information produces different responses from different team members, and adjust delivery accordingly.
3. Apply one specific style-based adjustment to a recurring practice communication: the morning huddle, the clinical hand-off or peer feedback.

AVAILABLE FORMATS

90 Minutes

Keynote or breakout with table activities. Up to 100 attendees.

3 Hours · Preferred

Full interactive workshop. Up to 60 attendees at rounds of 6.

6 Hours

In-depth application and role-play. Up to 40 attendees.

SESSION DETAILS

Audience	Dentists, office managers, hygienists, assistants and business assistants (the whole team)
Level	All levels
Topics	Practice management, team communication, leadership, staff retention, human resources
Delivery	In person or virtual

PROMOTE THE FEATURED SESSION

Event listing / email blurb

Why does the same message land four different ways on your team? Join Michelle Lasky, an independent Everything DiSC® Authorized Partner, to learn how to communicate so every team member hears you, and leave with one change you can use tomorrow.

Social post

Bring your whole team! We're excited to welcome Michelle Lasky of Consistent Dental Solutions. Follow and tag @consistentdentalsolutions on Instagram.

More topics for your next event

01 **TEAM COMMUNICATION · THE FIVE BEHAVIORS®** Is Your Team Talking, or Actually Communicating?

Using The Five Behaviors® model, teams learn why poor results start with a lack of trust, and how to build from trust to healthy conflict, commitment, accountability and results.

Takeaways: why team problems start at the foundation · how to make conflict productive · team agreements everyone commits to

Whole team · 90 minutes, 3 hours (preferred) or 6 hours

02 **LEADERSHIP · RETENTION · THE FIVE BEHAVIORS®** Why Good People Leave Good Practices: The Team Communication Breakdowns Behind Turnover

Good people rarely leave over one bad day. They leave after months of unclear expectations, avoided conversations and feeling unheard. Owners and managers learn to spot the communication breakdowns that come before a resignation, and what to say and do differently so their best people stay.

Takeaways: the early warning signs before someone quits · how to have the conversation leaders keep avoiding · a plan to rebuild trust on the team

Owners, associates and office managers · 2 hours (preferred), 90 minutes or half day

03 **TEAM COMMUNICATION · PATIENT EXPERIENCE** Passing the Baton of Trust: The Five Hand-Offs in Every Patient Visit

Every patient moves from the business team to the clinical team, to the doctor and back again. Each hand-off either carries trust forward or drops it. Teams learn the five hand-offs, what to say at each one, and how to pass along the diagnosis, recommendation and what matters to the patient so they understand their treatment and never have to repeat themselves at checkout.

Takeaways: a map of the five hand-offs in every visit · word-for-word language for each role · a clinical-to-business hand-off that keeps the patient's trust

Whole team, or assistant- and hygiene-focused audiences

04 **TEAM COMMUNICATION · ACCOUNTABILITY** From Diagnosed to Scheduled: Keeping the Whole Team on the Same Page

When diagnosed treatment never gets scheduled, the cause is usually a communication gap, not a sales problem. Teams learn to track every treatment conversation from every seat so everyone knows what the patient was told, what was recommended and what happens next.

Takeaways: a shared tracking system every role contributes to · consistent patient education from the chair to checkout · clear ownership of every follow-up

05 **CUSTOM PROGRAMS** Tailored Team Trainings and Leadership Retreats

For practices, study clubs and DSOs that want a session built around their own team: DiSC® assessments and debriefs, Five Behaviors® workshops and half-day leadership team intensives, in person or virtual.

What people are saying

★★★★★

"I have seen Michelle first hand take a dying practice and flip it 180! The office had turn over problems and patient retention issues. When she started guiding the practice the team culture flipped and boom, the turn over problems stopped!"

WENDY A.

★★★★★

"She understands all sides and works to create a cohesive team that WILL exceed your expectations. You'll never again have the front office against the clinical team... you'll be one office with one goal."

JULIE

★★★★★

"Michelle dives in with her clients and has the ability to understand from an operational level what the concerns are and addresses them while involving the team. She does a phenomenal job of guiding her clients to see lasting results!"

OLIVIA S.

★★★★★

"Michelle really knows her stuff! She does a fantastic job communicating with all team members."

JACKLYN L.

SPEAKING

Member of and speaker for the American Association of Dental Office Managers (AADOM)

READY-TO-READ INTRODUCTION

Our next speaker started her career as a dental assistant and has spent more than 20 years inside dental practices, chairside, in the business office and as a practice manager, so she knows firsthand how every role on your team connects. She is an independent Everything DiSC® and The Five Behaviors® Authorized Partner, and the founder of Consistent Dental Solutions, where she helps practice owners and their teams communicate clearly, build trust and keep great people. Please welcome Michelle Lasky.

★★★★★

"Before I started with Coach Michelle, I had gotten to a point where I couldn't come up with a way to improve our systems and motivate our team anymore. I was tired of thinking about and working on the practice. I had burnout from the management part of the dental office. Michelle knew how to take the team to a new level, and not only motivate them, but coach them to work together seamlessly. Michelle has extensive knowledge in scheduling, insurance, and even bonus systems that have really made a difference. I cannot say enough about how she has changed the dynamics in the practice for the better and has mentally taken the stress off of me."

DR. TY PENDERGRASS

Planning your session

ROOM SETUP

- Round tables of 6 (classroom or theater seating is not recommended)
- Presenter table at the front
- Two flip chart easels with pads and markers
- Wall space for posting flip chart pages

AUDIO / VISUAL

- Projector and screen with HDMI connection
- Wireless lavalier microphone for the speaker
- Wireless handheld microphone for audience
- Laptop audio connected to room speakers
- Power at the front of the room
- Wi-Fi access, if interactive polling is used

RECOMMENDED CAPACITY

90 Minutes	Up to 100
2–3 Hours	Up to 60
6 Hours	Up to 40

WHAT MICHELLE PROVIDES

- Session description, objectives and bio for your program
- High-resolution headshots
- Participant handouts (digital files)
- Promotional copy for your email and social channels
- A 15-minute planning call before the event

ENGAGEMENT FEES

Fees vary by format, audience size and travel. Contact Michelle for a custom quote.

Book Michelle for your next event

EMAIL

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WEBSITE

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LINKEDIN

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INSTAGRAM

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BOOK A PLANNING CALL

calendar.app.google/5k7T2f7pRveqyiLNA

HEADSHOTS

[Download high-resolution headshots](#)



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