# ALL-STAR TRAINING PROGRAM COURSE TIMES

## QUICK START COURSE

- **Module 1: Introduction**
  - Unit 1 - Introduction to Quick Start (02:11)

- **Module 2: Mindset**
  - Unit 1 - Reactive v. Proactive (03:39)
  - Unit 2 - 3 Steps to an All-Star Mindset (08:38)

- **Module 3: Phone Skills**
  - Unit 1 - Greeting (10:27)
  - Unit 2 - Rapport (13:54)
  - Unit 3 - Engage (07:38)
  - Unit 4 - Ask for the Appointment (08:38)
  - Unit 5 - Taking Info (07:35)

- **Module 4: GREAT Call Bootcamp**
  - Unit 1 - GREAT Call Bootcamp - Part I (10:05)
  - Unit 2 - GREAT Call Bootcamp - Part II (9:20)

- **Module 5: Productive Scheduling**
  - Unit 1 - Productive Scheduling (08:22)
  - Unit 2 - Preblocking the Schedule (09:20)
  - Unit 3 - Daily Production Goal (07:46)
  - Unit 4 - Individual Roles & Responsibilities (05:52)
  - Unit 5 - Team Roles & Responsibilities (08:30)
  - Unit 6 - Broken Appointment Policy (06:02)

- **Module 6: Terminology**
  - Unit 1 - Dental Terminology (09:50)

- **Module 7: HIPAA**
  - Unit 1 - HIPAA Compliance (06:16)

- **Module 8: Certification Exam**

## PHONE SUCCESS COURSE

- **Module 1: Introduction**
  - Unit 1 - Introduction to Phone Success (05:37)

- **Module 2: Great Calls**
  - Unit 1 - What is a GREAT Call? (05:03)
  - Unit 2 - Types of calls (08:57)
  - Unit 3 - New patient coordinator (04:56)

- **Module 3: Greeting**
  - Unit 1 - Importance of an All-Star Greeting (10:44)
  - Unit 2 - Salutation (05:29)
  - Unit 3 - Asking Name (04:30)
  - Unit 4 - Welcome (04:19)
  - Unit 5 - Asking Contact Number (05:03)
  - Unit 6 - Referral Source (04:24)
  - Unit 7 - Pass Off or Take Call (08:26)
  - Unit 8 - Greeting Conclusion and Role Play (02:48)
  - Unit 9 - Phone Success Quiz #1

- **Module 4: Rapport 1: Foundation**
  - Unit 1 - Introduction Rapport (03:22)
  - Unit 2 - Foundation of Rapport (08:30)
  - Unit 3 - Handling People (01:36)
  - Unit 4 - Six Ways to Make People Like You (03:52)
  - Unit 5 - Mirroring & Matching (05:58)
  - Unit 6 - Outcome of Calls (03:37)
  - Unit 7 - How to Build Rapport (05:54)
Module 5: Rapport 2: Personality Types
Unit 1 - The Know-it-All (05:33)
Unit 2 - The Storyteller (04:01)
Unit 3 - The Easy Peasy (02:46)
Unit 4 - The Rusher (06:00)
Unit 5 - The Informationalist (04:06)
Unit 6 - The Nervous Nelly (06:05)
Unit 7 - The Indecisive (03:48)
Unit 8 - The Price Shopper (07:07)

Module 6: Rapport 3: Advanced Rapport
Unit 1 - Empathy (04:52)
Unit 2 - How Long to Build Rapport (10:11)
Unit 3 - VIP Process (10:31)
Unit 4 - Positive Language (04:58)
Unit 5 - Elements of the Rapport Process (21:03)
Unit 6 - Phone Success Quiz #2

Module 7: Engage: Foundation
Unit 1 - Introduction to the Engage (00:58)
Unit 2 - What is Engage (03:01)
Unit 3 - Proactive v. Reactive Scheduling (08:44)
Unit 4 - GREAT vs. EAGER Calls (4:59)

Module 8: Engage: Elements of Engaging the Patient
Unit 1 - Engage: Elements of Engaging the Patient (00:30)
Unit 2 - Answering Common Questions/Price Shopper (08:38)
Unit 3 - Show & Tell Method™ (07:44)
Unit 4 - Share the Sizzle™ (04:10)

Module 9: Engage: Question Role Plays
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Unit 2 - Do you offer ‘x’ service? (02:22)
Unit 3 - Accept my insurance? (in-network) (02:24)
Unit 4 - Accept my insurance? (out-of-network) (03:06)
Unit 5 - What are your office hours? (03:02)
Unit 6 - Where is your office located? (01:48)
Unit 7 - What do you charge for implants? (03:57)
Unit 8 - What do you charge for veneers? (03:49)
Unit 9 - Do you offer Saturday appointments? (02:30)
Unit 10 - Role Play Conclusion (00:27)
Unit 11 - Phone Success Quiz #3

Module 10: Engage: Methods to Overcome Objections
Unit 1 - Methods to Overcome Objections (01:59)
Unit 2 - Intro to Overcoming Objections/5 W’s (03:56)
Unit 3 - More Sizzle (01:13)
Unit 4 - Pleasure and Pain Points (03:21)
Unit 5 - Feel, Felt, Found Dialogue (02:36)
Unit 6 - Special Note on Overcoming Objections (01:53)

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Unit 4 - Why do I need X-rays? (03:36)
Unit 5 - Why do I need an exam? (02:18)
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Unit 7 - If No Questions or Objections (03:18)
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Unit 3 - You Don’t Have the Hours or Days I Need (03:14)
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Unit 7 - Phone Success Quiz #4

Module 13: Asking for the Appointment
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Unit 2 - Asking for the Appointment (01:35)
Unit 3 - Give Appointment Options (02:37)
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Unit 5 - Upgrade Appointment Options (02:44)
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Unit 7 - Set the Expectations (06:43)
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Module 14: Taking the Information
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Unit 2 - Secondary Information (04:45)
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Unit 4 - Medical History (03:07)
Unit 5 - Referral Source (01:31)
Unit 6 - Credit Card and Review (06:33)

Unit 7 - Follow-up and Conclusion (09:15)
Unit 8 - Roleplay 1: Take Info if PT Says Yes (03:42)
Unit 9 - Roleplay 2: Take Info if PT Says No (03:33)
Unit 10 –Phone Success Quiz #5

Module 15: Certification Exam
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Unit 1 - Scheduling Advantage Introduction (00:36)

**Module 2: Preparing the Schedule for Production**
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Unit 2 - Preblocking (Cont.) (03:46)
Unit 3 - Who does what and how long? (06:06)
Unit 4 - Roles & Responsibilities (06:00)
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**Module 4: Determine a Daily Production Goal**
Unit 1 - Daily Production Goal (10:05)

**Module 5: Working with Emergencies**
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Unit 3 - Handling Broken Appointments (08:38)
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Unit 2 - Key Strategies (09:39)

**Module 11: Patient Reevaluations**
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**Module 12: Flexibility in the Schedule**
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