

FAMILY. SEDATION. DENTAL.

WHAT THE VILLAGE LOOKS LIKE IN 2023



OUR WHY

WE ARE DRIVEN TO CREATE A PLACE IN THE WORLD WHERE ALL PEOPLE CAN BE THE BEST VERSION OF THEMSELVES.

OUR HOW

WE ARE CHANGING THE WAY PEOPLE THINK ABOUT THE DENTIST.

OUR WHAT

- Sedation dentistry
- Staff driven practice
- All services under one roof
- Dedicated treatment coordinator for every patient
- Culture of learning yielding the highest trained dental team in the world
- · Relentless pursuit of simple systems
- Commitment to affordable access to the finest care available, and a plan for basic care for those who's needs exceed their finances
- Low/No Barrier of entry to the practice.

OUR WHO

INTEGRITY

Our character is defined by what we do when we think no one is looking.

- H. JACKSON BROWN, JR

INTELLIGENCE

We hire problem solvers, not problem creaters

WE ARE HIRING OUR FUTURE LEADERS



In looking for people to hire, you look for three qualities:

INTEGRITY, INTELLIGENCE AND ENERGY.

And if they don't have the first, the other two will kill you.

- Warren Buffet

ENERGY

We hire fast movers who smile a lot!





GROWTH STRATEGY 1:

LEADERSHIP AND THE ORGANIZATIONAL MAP

TEAM LEAD: Accountable for support and training of their clinical team to highest competency.

Supports and reports to CA.



BOARD OF ADVISORS

RJ, Greg Stanley, Wes Warren, Laura Gainor, Scott Sayre, Roy Smith, Ryon Wilder, Ben Goetz

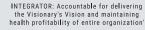
SYSTEM BUILDER: Accountable for customer satisfaction and productivity of individual office location. Supports team leads in training the team. Supports COO in delivering the VISION

MARKETING: Accountable for telling the world about our Vision

FINANCE: Accountable for internal and external processes that insure protection of our finances and sustained through healthy asset allocation.



OPERATIONS: Accountable for delivering the practice VISION. Coordinates the Day to Day systems of all locations, and supports CA's and Smile team. INTEGRATOR and developer of systems.



VISIONARY: Accountable for the future growth and direction of the organization

STEWARD STEWARD

VISIONARY

STEWARDS: Accountable for the CORE VALUES of the organization. Accountable for good 'stewardship' of the abundant gifts that have been given.

'IF YOU'RE NOT WILLING TO LEARN, NO ONE CAN HELP YOU. IF YOU ARE DETERMINED TO IF YOU THINK YOU CAN, YOU LEARN, NO ONE CAN STOP YOU. ARE RIGHT. IF YOU THINK YOU **NEVER** CAN'T YOU ARE RIGHT. - ZIG ZIGLAR STOP - HENRY FORD **LEARNING** HAVE WHATEVER **FUN** IF YOU CAN'T EXPLAIN IT TAKES IT SIMPLY, YOU DON'T **UNDERSTAND IT WELL** ENOUGH. - EINSTEIN BE OWN IT KIND BE THE REASON MONEY IS NOT A SOMEONE SMILES REASON TO BE IN TODAY. BUSINESS. IT IS A BY-PRODUCT, PROFIT IS - ANONYMOUS THE APPLAUSE YOU GET FOR CREATING A **MOTIVATING ENVIRONMENT FOR YOUR EMBRACE** SOLVE PEOPLE, SO THEY WILL BE CHANGE IT LEADERSHIP **EXCITED ABOUT TAKING CARE** OF YOUR CUSTOMERS. A LEADER'S **OBJECTIVE IS TO DEVELOP PEOPLE'S** BASED ON CONFIDENCE AND COMPETENCE SO THAT THEY GAIN SELF-RELIANCE WHICH LEADS TO RESULTS. CORE VALUES - KEN BLANCHARD

GROWTH STRATEGY 2: SMILE TEAM! DIRECTOR OF BRAND DEVELOPMENT



TEAM UP WITH LOCAL BRANDS

DRIVE THE VILLAGE DENTAL BUS! DISTRIBUTE SWAG AND EE-VISIT" CARDS. COORDINATE "SPOT THAT VAN" EVENTS. CREATE STRATEGIC PARTNERSHIPS WITH LOCAL INFLUENCERS TO GAIN AWARENESS ACROSS PLATFORMS.

HOST & FACILITATE WEEKLY "ASK THE DRS!

HOST & FACILITATE WEEKLY "ASK THE HYGIENIST!







MOTIVATING AND **MORE PAID** ACHIEVABLE LOGO WEAR TIME OFF **BONUS SYSTEM** 401 K **HEALTH** WITH EMPLOYER INSURANCE **BENEFIT** MATCH PERKS OF VILLAGE DENTAL! QUARTERLY CAREER TEAM BUILDING **ADVANCEMENT ACTIVITIES OPPORTUNITIES OUR TEAM MEMBERS ARE BUILDING** THE LIFE THAT THEY WANT WITHIN OUR COMPANY, WITH TONS OF OPPORTUNITIES FOR **GROWTH PERSONALLY AND BIRTHDAYS AND DENTAL BENEFITS PROFESSIONALLY ANNIVERSARIES FOR TEAM AND CELEBRATED FAMILY MEMBERS** STAFF **BUCKET LIST -ANONYMOUS** RECOGNITION WE HELP ALL **EMPLOYEE SPOT LIGHT: TEAM MEMBERS FEEDBACK EMPLOYEE OF** CREATE IT AND SYSTEM THE MONTH **FULFILL IT CELEBRATED** CONTINUING EDUCATION **LEADERSHIP OPPORTUNITIES** RETREAT AND ALLOWANCE

GROWTH STRATEGY 3:

All of our team operates on one system, the EOS. We are all pulling together for the same vision, core values, core focus, 1 year and 10 year Targets.

We have extreme clarity of each team member's role in the organization.

We have quarterly 'Rocks' that we take on to improve our patient and team member experience, all in the name of providing a place where all can people who come in contact with our oganization can be the best version of themselves.



VISION

- 8 Questions
- Shared by all

PEOPLE

- Right People
- Right Seats

YOUR BUSINESS

ISSUES

- Issues List
- IDS

PROCESS

DATA

Scorecard

Measurables

- Documented
- Followed by all

TRACTION

- Rocks
- Meetings

WE HAVE EXTREME CLARITY ON EACH TEAM MEMBER'S ROLE IN THE ORGANIZATION



DENTALDESTINATIONS









- We will build/renovate beautiful 5000 sft facilities in the most visible retail areas possible..
 FRONT and CENTER, is our motto.
- They will be warm, professionally decorated, and modern.. with rustic contemporary styling.
- Each will have a fireplace and will evoke a sense of place..
- The offices will be destinations, not just an 'office.'
- The facility will be part of our BRAND, and will be part of our marketing budget.



The CDLC will host the nation's most highly respected clinicians and educators. We will learn the latest in dental techniques and materials here in our facility.





WE ARE RELENTLESS ABOUT LEARNING

Hands On, Practical Training In A Private Practice Setting

- Business management training
- MAGD track here in our office
- Dental Assisting school
- Coronal polishing certification
- Radiography certification
- Implant classes
- Hygiene education
- Personal Growth Classes
- Self Defense classes
- Stress reduction classes

The Carolina Dental Learning Center's vision is to provide hands-on, practical clinical dental learning in a private practice setting. Learn real world skills that can be applied in the office right away.



WE WILL GIVE BACK TO OUR COMMUNITY. WE ARE GRATEFUL FOR, AND UNDERSTAND THAT OUR COMMUNITY HAS GIVEN SO MUCH TO US.

\$350,000

WORTH OF FREE DENTAL CARE TO THE UNDERSERVED EVERY YEAR. OUR GOAL





CHRIS and MAYA MARTIN

Founders since 1996

