

FAMILY. SEDATION. DENTAL.

WHAT THE VILLAGE LOOKS LIKE IN 2023



OUR CORE FOCUS

To CREATE a place in the world where you can be the best version of yourself, by changing the way the world feels about dentistry.

OUR 10 YEAR TARGET

Become a nationally recognized 'Best Place To Work' organization with 6 convenient sedation locations helping 250 team members be their best selves.

WHAT'S UNIQUE ABOUT OUR APPROACH?

- Building a strong culture that 'Never stops learning'
- Worry free sedation care
- Everything under one roof
- Same day treatment
- Low barrier of entry

TOTAL COMFORT COMMITMENT TO OUR PATIENTS



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.



INTEGRATOR

VISIONARY

STEWARD

STEWARD

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.

INTEGRATOR: Accountable for delivering the Visionary's Vision and maintaining health profitability of entire organization'

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

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

BOARD OF ADVISORS

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



'IF YOU'RE NOT WILLING TO LEARN, NO ONE CAN HELP YOU. IF YOU ARE DETERMINED TO LEARN, NO ONE CAN STOP YOU.

HAVE

FUN

BE

KIND

- ZIG ZIGLAR

MONEY IS NOT A REASON TO BE IN BUSINESS. IT IS A BY-PRODUCT. PROFIT IS THE APPLAUSE YOU **GET FOR CREATING A MOTIVATING ENVIRONMENT FOR** YOUR PEOPLE, SO THEY WILL BE EXCITED ABOUT TAKING CARE OF YOUR CUSTOMERS. A LEADER'S OBJECTIVE IS TO DEVELOP PEOPLE'S CONFIDENCE AND COMPETENCE SO THAT THEY GAIN SELF-RELIANCE WHICH LEADS TO RESULTS.

NEVER STOP **LEARNING**

> **WHATEVER IT TAKES**

> > **EMBRACE**

CHANGE

SOLVE OWN IT

IF YOU THINK YOU CAN, YOU ARE RIGHT. IF YOU THINK YOU CAN'T YOU ARE RIGHT.

- HENRY FORD

IF YOU CAN'T EXPLAIN IT SIMPLY, YOU DON'T UNDERSTAND IT WELL ENOUGH.

- EINSTEIN

BE THE REASON SOMEONE SMILES TODAY.

- ANONYMOUS

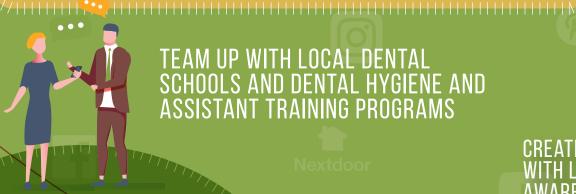
LEADERSHIP BASED ON CORE VALUES

- KEN BLANCHARD

GROWTH STRATEGY 2:

RECRUITER

DIRECTOR OF BRAND DEVELOPMENT



TEAM UP WITH LOCAL DENTAL SCHOOLS AND DENTAL HYGIENE AND **ASSISTANT TRAINING PROGRAMS**

DRIVE THE VILLAGE DENTAL BUS! COORDINATE "SPOT THAT VAN" EVENTS.





HOST & FACILITATE WEEKLY 'ASK THE HYGIENS'







VISION • 8 Questions Shared by all **PEOPLE** DATA Right People Scorecard Right Seats Measurables YOUR **BUSINESS ISSUES PROCESS** • Issues List Documented • IDS Followed by all **TRACTION** • Rocks Meetings

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

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.





DENTAL DESTINATIONS







- We will build/renovate beautiful 3000-5000 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.





\$350,000

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







CHRIS and MAYA MARTIN

Founders since 1996

PLANNED EXPANSION - FOUR LOCATIONS BY

2023

