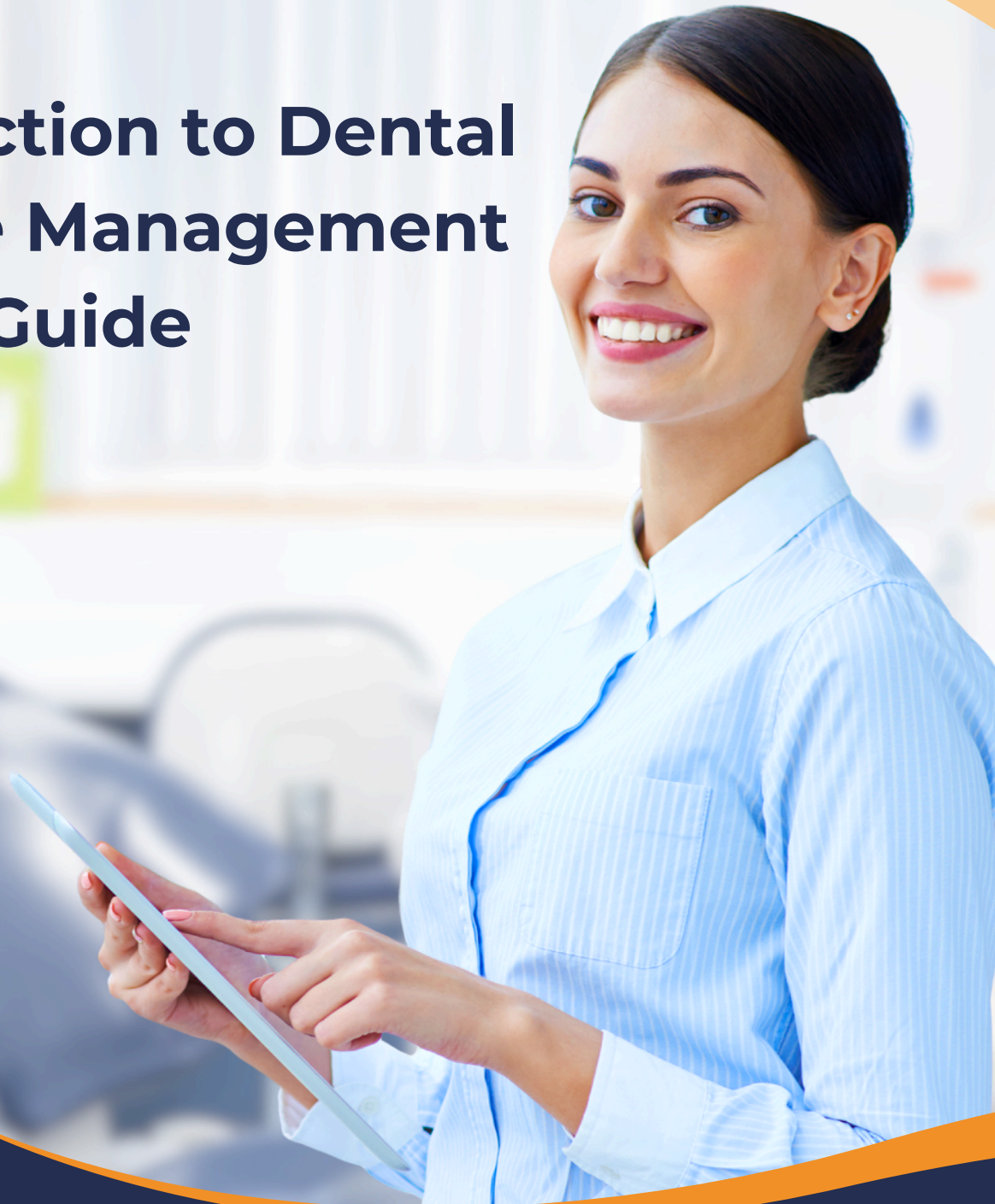




welcome

# Introduction to Dental Practice Management Course Guide



# INTRODUCTION TO DENTAL PRACTICE MANAGEMENT

## **Starting as a Dental Practice Manager**

Stepping into dental practice management can feel overwhelming, especially when you are expected to manage people, systems, patients, problems and business outcomes – often with very little formal training.

This introductory course has been designed for new, aspiring and developing dental practice managers who want to better understand the role, build practical skills and feel more confident in the day-to-day demands of practice management.

## **Invest in Your Dental Practice Management Career**

Investing in your dental practice management career is a wise choice. Dental practices are always looking for capable people who can lead teams, improve systems, and help practices grow. Strong management skills make you more employable and open doors to higher-level positions. Ultimately, investing in your career as a dental practice manager is investing in your confidence, your future opportunities, and your ability to make a real difference within a dental practice.

## **What This Course Can Offer Aspiring Managers**

This course is designed to give you a practical and realistic understanding of the role, while building the confidence and skills needed to succeed in a modern dental practice. Throughout the course, students will learn key areas including team management, communication, patient experience, systems and organisation, leadership, problem solving, and the day-to-day responsibilities involved in managing a practice. The course also encourages self-reflection and professional growth, helping students better understand their strengths, areas for development, and how to transition into a management role with greater clarity and confidence.

# INTRODUCTION TO DENTAL PRACTICE MANAGEMENT

## Are You Ready for This Course?

This course has been designed for motivated dental team members who are ready to develop their skills, broaden their understanding of dental practice operations, and begin thinking like a leader within the practice.

While you do not need previous management experience, you should be prepared to reflect honestly on your current skills, participate in practical activities, and commit time to completing the lessons and worksheets.

## You may be ready for this course if you:

- Are interested in stepping into a leadership or management role
- Want to better understand how successful dental practices operate
- Enjoy organisation, communication, problem solving, and supporting others
- Are willing to learn new systems, concepts, and management skills
- Are open to self-reflection and professional growth
- Want to build more confidence in handling people, processes, and responsibilities within a dental practice

This course is ideal for aspiring or new managers, developing team leaders, senior receptionists, treatment coordinators and dental assistants transitioning into administration.

# INTRODUCTION TO DENTAL PRACTICE MANAGEMENT

## COURSE OVERVIEW

**Lesson 1 – Entering the Role of Dental Practice Manager** introduces the purpose and scope of the role including key responsibilities, expectations, boundaries, and the mindset required to succeed. You will also reflect on your own motivations, strengths, and readiness to step into a management role.

**Lesson 2 – Patient Care Management** we focus on the patient experience. You'll learn how managers influence patient flow, communication, and consistency, and why patient care sits at the centre of a successful practice.

**Lesson 3 – Staff Management** the focus shifts to leading the team. You'll explore how to support, guide, and manage staff effectively, set clear expectations, and handle common people challenges with confidence.

**Lesson 4 – Office Management** covers the operational backbone of the practice. This lesson looks at systems, policies, compliance, and processes that keep the practice running smoothly and safely.

**Lesson 5 – Organisation** you'll develop practical skills to manage your time, workload, and priorities. This lesson is about creating structure, reducing overwhelm, and staying in control of your role.

**Lesson 6 – Financial Management** introduces the numbers behind the practice. You'll learn the basics of understanding income, expenses, and financial performance, without needing a finance background.

**Lesson 7 – Marketing Management** looks at growth and visibility. You'll explore how managers support marketing activities, attract the right patients, and help the practice grow in a sustainable way.

**By the end of the course, you'll have a clear, practical understanding of each core area of dental practice management and how they all connect—giving you the confidence to step into the role with clarity and purpose.**

# INTRODUCTION TO DENTAL PRACTICE MANAGEMENT

## COURSE INFORMATION

### Entry Requirements

- Minimum 6 months experience working in a dental practice
- Experience with front desk/reception, administrative or management tasks is preferable
- Commitment to approximately 5 hours study time for each lesson to complete required reading, worksheets and projects, over 14 weeks.
- Access to a PDF reader to view e-workbook

### Course Provider ADAAMA

This self-guided learning course has been developed by ADAAMA directors Renata Emilianowicz and Sharon Lee, qualified dental practice managers, drawing on decades of experience in dental practices in Australia and the UK.

### Course Delivery

- 7 individual lessons delivered via PDF A4 E-Workbook
- Each full colour workbook is professionally designed, contains relevant reading material, worksheets to develop skills, special projects and reflection exercises.
- Each individual lesson workbook is emailed fortnightly.

### Student Support

- Each student receives free online support via email
- Access to free group tutoring sessions via Zoom, when available
- Access to 1-1 tutoring, if required, via phone or Zoom, at an additional cost

### Final Assessment

The final assessment quiz is emailed following Lesson 7. Students who achieve a passing grade of 80% will be awarded an E-Certificate of Completion

### Enrolment

Please email ADAAMA with your details to register your interest in this course via [enquiry@adaama.com.au](mailto:enquiry@adaama.com.au).

Full payment is required via invoice prior to commencement.

See website for current course fee.

# INTRODUCTION TO DENTAL PRACTICE MANAGEMENT

## TERMS AND CONDITIONS

1. Course access is provided to the registered participant only and may not be transferred, shared, copied, distributed, or reproduced without written permission from ADAAMA.
2. All course materials, worksheets, templates, videos, and resources remain the intellectual property of ADAAMA.
3. This course is designed for educational purposes only and does not guarantee employment, promotion, business growth, or specific outcomes.
4. Participants are responsible for completing lessons, activities, and self-reflection exercises at their own pace unless otherwise stated.
5. Course content is based on general dental practice management principles and should not replace professional legal, financial, HR, or clinical advice.
6. Participants are expected to engage respectfully within any course discussions, webinars, or support groups.
7. Any downloadable resources provided are for use within the participant's workplace only and may not be resold or redistributed.
8. Course access periods, if applicable, will be outlined at the time of enrolment.
9. Fees paid for digital courses and downloadable resources are non-refundable unless required under Australian Consumer Law.
10. ADAAMA reserves the right to update course content, resources, or delivery methods at any time to maintain relevance and quality.
11. Participants are responsible for ensuring they have suitable internet access, a compatible device, and access to a PDF reader to use course materials.
12. Participants give their consent to have samples of their worksheets to be viewed by the course providers for the purpose of monitoring participation, providing feedback, verifying course engagement and completion.
13. ADAAMA cannot accept responsibility or liability where a participant is unable to complete the course due to actions, circumstances, technical issues, non-participation, or omissions on the part of the participant or their workplace. Participants are responsible for ensuring they have the time, commitment, internet access, equipment, and ability to meet the course requirements prior to commencing the programme.
14. Additional tutoring or support sessions conducted via phone or video consultation are available at an additional cost and must be booked in advance. Payment is required prior to the scheduled session, following receipt of an invoice from ADAAMA.
15. By enrolling in this course, participants acknowledge and accept these Terms & Conditions.