

## Staff Education Schedule

### THURSDAY, July 26, 2012

#### Regular Session

2:00 p m - 3:00 p m	Rebecca Johnson	"Releasing Your Inner Champion"
3:10 p m - 5:00 p m	Mary Schmidt	"Building Patient Loyalty – How to Over-Deliver"

### FRIDAY, July 27, 2012

#### Breakout Session

	Staff Track 1 –ABO	Staff Track 2 –ABO	Staff Track 3 –ABO
9:00 a m - 10:20 a m	Certification Prep Course- Part 1 (CPO, CPOA, CPOT & ABO) Rebecca Johnson	"What to do When Your Patient is Unhappy With His New Glasses" Dr. Anne Marie Mader	"Telephone Techniques – The Lifeline of the Practice" Mary Schmidt
10:20 a m - 10:40 p m	Break		
10:40 a m - 12:00 p m	Certification Prep Course – Part 2 (CPOA, CPOT & ABO) Rebecca Johnson	"Advanced Lensometry" Dr. Anne Marie Mader	Telephone Shoppers -The Telephone "Looky Lou" Mary Schmidt

#### Regular Session

2:00 p m - 2:50 p m	Rebecca Johnson	"Medical Record Documentation"
3:00 p m - 3:50 p m	Dr. John McGreal	"Know about Coding and Billing"
3:50 p m - 4:10 p m	Break	
4:10 p m - 6:00 p m	Mary Schmidt	"Communication – Deeper Than Words"

### SATURDAY, July 28, 2012

#### Regular Session

9:00 a m - 10:50 a m	Valerie Manso	"I Speak"
10:50 a m - 11:10 p m	Break	
11:10 a m - 12:00 p m	Dr. Scot Morris	What Test Do I Do Now?"

#### Breakout Session

	Staff Track 1 –ABO	Staff Track 2 –ABO	Staff Track 3 –ABO
2:00 p m - 3:40 p m	Certification Prep Course- Part 3 (CPOT & ABO) Rebecca Johnson	"Management Excellence: Taking Staff To the Next Level" Mary Schmidt	"Frame Inventory Management" Valerie Manso

#### Regular Session

3:40 p m - 4:00 p m	Break	
4:00 p m - 6:00 p m	Drs. John McGreal, John Lahr, Jerry Sude and Scot Morris plus Rebecca Johnson, CPOT, COT, COE	"Ask the Experts"