

Denise Keefe

A Ripple Effect

Leadership And Culture Within Growing Organizations

In an ever changing world, leadership and culture remain at the forefront of sustaining a healthy office environment. Intentional leadership and a positive culture are employees “must haves” in their place of employment. In this lecture we will review key components leaders will need in your organizations as well as the importance of a positive work culture. We will dive into the Ripple Effect that happens from the minute a leader/owner walks into the practice each day to the time the door closes at the end of the day. Review operational knowledge gaps and how to make sure your leaders are staying connected to the pulse of the practice. We will answer some hard questions together....

1. Who is leading your company?
2. Are your leaders focused on the right things?
3. Do your leaders have a strong day to day pulse on the organization?
4. When was the last time they “were in the trenches” with the team and not just managing them?
5. Are your leaders having regular check-ins with the team and really “listening” to them?
6. Are you investing more than money into maintaining a positive culture?

We will then dive into and learn how to have productive check-ins with your leadership team that they can then mirror and have with their team members. Learn how to take managers and have them become leaders. Most importantly learn how to create and maintain a positive work culture that will continue to build team morale, workplace engagement and job satisfaction.

In concluding the lecture we will spend some time with Q&A on best practices and how we can all raise our leaders to the highest level. We will brainstorm ideas on how to keep a positive culture thriving in a time when it could be pushed to the back burner.



Denise Keefe is the Director of Operations for a large multi-location perio and restorative organization focusing her skills in the surgical offices of the organization. With over 10 years of hands-on experience from the clinical side of operations to the administrative side she excels at leading teams to their fullest potential. Her innate ability to train, mentor and inspire other team members has raised her to be an esteemed leader in her field. Denise's passion for universal dental care, led her to direct and oversee the first Connecticut Mission of Mercy Dental Clinic post COVID. She has trained with the DEO to become an implementer and currently coaches our office Business Managers and Lead Doctors.