

BEYOND THE CHAIR™

Critical Leadership, Business & Management Skills for Dental Practice Success

This **2-month hybrid course** is designed for current and aspiring dental practice owners seeking to **build the leadership and business foundations necessary for long-term success**. Delivered over 18 hours of engaging instruction and coaching, the program fills the critical gaps not addressed in dental school. Participants will gain practical skills in HR best practices, practice risk management, insurance, financial and tax management, clinic administration (policies/systems/software), legal compliance, and leadership.

COURSE LENGTH

September 23 - November 14, 2026

CE Points Available: 18 hours

(12 Online Live, 6 in person)

Full Schedule on Page 2

COST

Students: \$750+GST

(graduates in 2027 or later)

Dentists 0-5 Years: \$1,650+GST

(graduated in 2021 to 2026)

Dentists >5 Years: \$2,150+GST

(graduated in 2020 or earlier)

FACILITATOR

Paul Pelletier, LL.B. PMP CAPS

Workplace culture expert, legal advisor, and leadership coach with deep experience in dental practice consulting.



PUSHING PAST IMPOSSIBLE

*Email or call Kaci MacCallum
with any questions:*



kaci@saskdentists.com



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McKERCHER LLP

MNP

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COURSE SCHEDULE

The course will run Wednesday evenings from September 23 – November 4, 2026, with 2-hour virtual sessions over the first 1.5 months (a total of 12 hours of virtual instruction from subject matter experts), and a 6-hour in-person capstone session on the final weekend (November 14) in Saskatoon. In addition, each participant will receive a 30-minute one-on-one coaching session with course facilitator and workplace culture and dental practice leadership expert, Paul Pelletier. Each module will include expert guest speakers, real-world case examples, and tools ready for immediate application.

Wednesday, September 23 | 7-9pm | Virtual

Session 1: Introduction & The Roles of the Dental College and Association

Facilitator: Paul Pelletier

Guest speakers: Representatives from the College of Dental Surgeons of Saskatchewan and Saskatchewan Dental Association

Wednesday, October 7 | 7-9pm | Virtual

Session 2: Human Resources Best Practices

Guest Expert: Andrea Roberts, Owner of Rascal HR, HR Specialist with dental and healthcare practice experience

Wednesday, October 14 | 7-9pm | Virtual

Session 3: Financial Management/Banking & Accounting 101 (first half); Tax Management & Planning 101 (second half)

Guest Expert: Brett Casavant, CPA, CA - Provincial Leader, Professional Services, MNP

Wednesday, October 21 | 7-9pm | Virtual

Session 4: Practice Management & Office Administration — Policies, Procedures, Tech & Software

Guest Expert: Chrissy Ford, Ford Dental Institute, Dental Practice Consultant and Operations Manager

Wednesday, October 28 | 7-9pm | Virtual

Session 5: Legal Compliance and Legal Risk Management

Guest Expert: McKercher LLP

Wednesday, November 4 | 7-9pm | Virtual

Session 6: Insurance and Practice Risk Management

Guest Expert: Sarah Tufts, CDSPI

Saturday, November 14 | 8:30am-4pm | In-Person

Session 7: Capstone Leadership Lab (In-Person)

Facilitator: Paul Pelletier LL.B. CAPS PMP

Bonus: Half Hour One-to-One Coaching Session with Paul Pelletier. Virtual or In-Person

There will be a limited number of in-person coaching sessions available on Nov 15th

Detailed syllabus on page 4, 5, & 6. Virtual Session order is subject to change.

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FACILITATOR



Paul Pelletier, LL.B. PMP CAPS

Workplace culture expert, legal advisor, and leadership coach with deep experience in dental practice consulting. Paul uses his skills and experiences as a corporate lawyer, professional speaker, manager and business leader in his work and is a regular presenter at dental conferences and events.

Paul's dental clients include the Ontario Dental Association, BC Dental Association, Journée Dentaire International du Québec (JDIQ), Pacific Dental Conference, Alberta Dental Association, College of Dental Surgeons of Saskatchewan, Manitoba Dental Association, Newfoundland Dental Association, Yukon Dental Association, RDH Evolve Dental Hygienists Conference, and the Ottawa Dental Society. He also supports dental practices across Canada providing consulting, operations, HR and leadership advice. His other clients include Intel, AT&T, American Airlines, The Independent Contractors & Builders Association, law firms, The American Society of Travel Advisors, The Royal Canadian Mounted Police, The Travel Institute, Hollyburn Properties, Cora, professional associations, universities, and the Project Management Institute (PMI).

Paul will also lead the Beyond the Chair full-day in-person session.

MATERIALS PROVIDED

- Printable templates and toolkits for each module
- Course workbook
- Clinic Operations Checklist
- Sample policies, budgeting templates, and onboarding tools

IDEAL PARTICIPANTS

- New dental practice owners
- Aspiring owners preparing for purchase or startup
- Associate dentists wanting to grow business acumen
- Senior dental team members transitioning to management

OUTCOME

Graduates will leave with practical tools, personalized strategies, and the confidence to lead and manage a successful, legally compliant, and financially sustainable dental practice.

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SYLLABUS

Session 1: Introduction & The Roles of the Dental College and Association

Facilitator: Paul Pelletier

Guest speakers: Representatives from the Saskatchewan College of Dental Surgeons and Saskatchewan Dental Association

Topics Covered:

- Introduction to course structure and expectations
- The regulatory landscape of the dental profession in Saskatchewan
- The roles and responsibilities of the College of Dental Surgeons of Saskatchewan and the Saskatchewan Dental Association

Key Objectives:

- Understand the course structure and key topics that will be covered
- Understand how the College and Dental Association differ and what each is responsible for

Session 2: Human Resources Best Practices

Guest Expert: Andrea Roberts, Owner of Rascal HR, HR Specialist with dental and healthcare practice experience

Topics Covered:

- Hiring, onboarding, and retention strategies and best practices – creating you're A-team
- Employment contracts, employee manuals, performance management, and respectful workplace policies
- Common HR risks in dental practices and how to avoid them

Key Objectives:

- Implement legally compliant and effective HR practices
- Develop a sample onboarding or performance review process
- Understand employment standards and other HR-related legislation applicable to dental clinics

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Critical Leadership, Business & Management Skills for Dental Practice Success

Session 3 (first half): Financial Management/Banking & Accounting 101

Guest Expert: Brett Casavant, CPA, CA - Provincial Leader, Professional Services, MNP

Topics Covered:

- Understanding practice financials, budgeting and interpreting key financial reports
- Budgeting for profitability and sustainability
- Managing overhead and planning for growth

Key Objectives:

- Read and analyze a sample profit and loss statement
- Create a simple budget template for your practice
- Recognize common financial pitfalls and how to avoid them

Session 3 (second half): Tax Management & Planning 101

Guest Expert: Brett Casavant, CPA, CA - Provincial Leader, Professional Services, MNP

Topics Covered:

- Best practices in practice tax management
- Corporate structures and tax planning for dental owners
- Payroll, GST, and compliance requirements
- Tax tips for new and future practice owners

Key Objectives:

- Understand tax obligations and planning tools for your structure
- Prepare for year-end with clarity and confidence
- Learn how to talk to your accountant with the right questions

Session 4: Practice Management & Office Administration — Policies, Procedures, Tech & Software

Guest Expert: Chrissy Ford, Ford Dental Institute, Dental Practice Consultant and Operations Manager

Topics Covered:

- Designing workflows and systems for patient flow and efficiency
- Getting the most out of your software for charting, billing, and scheduling
- Practice Analytics - How to use software to analyze your practice, track performance and keep your team accountable
- Essential policies and procedures that every office needs for optimal operations management

Key Objectives:

- Identify must-have policies for practice operations
- Understand how software choices affect patient and staff experience
- Begin developing your clinic operations manual

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Session 5: Legal Compliance and Legal Risk Management

Facilitator: McKercher LLP

Topics Covered:

- Legal obligations of dental owners (privacy, records, informed consent, etc.)
- Preventing and managing patient and legal risks

Key Objectives:

- Identify and mitigate common legal risks in dental practice
- Discuss common practice scenarios that should involve legal experts
- Learn when and how to consult with legal counsel

Session 6: Insurance and Practice Risk Management

Facilitator: Sarah Tufts, CDSPI

This session equips current and future dental practice owners with the confidence to manage both personal and practice risk as part of smart, sustainable leadership. Participants will learn how insurance supports income protection, practice stability, and long-term growth, and how proactive planning helps protect both their livelihood and what they're building.

Topics Covered:

- Insurance 101 and key requirements for dental practices
- Preventing and managing practice risks

Key Objectives:

- Provide a breakdown of key practice insurance components
- Identify and mitigate common dental practice risks
- Get proactive and practical practice risk management advice

Session 7: Capstone Leadership Lab (In-Person)

Facilitator: Paul Pelletier LL.B. CAPS PMP

Topics Covered:

- Leadership in the context of a dental practice
- Showing up as a leader that people want to follow and trust
- Leadership challenges and managing them
- Conflict resolution, performance management and difficult conversations
- Capstone leadership simulations and real-time application

Key Objectives:

- Identify leadership qualities you need in dental practice
- Develop skills for demonstrating respectful, collaborative and high-performance leadership
- Learn to have effective hard conversations and communicate professionally under pressure
- Apply leadership skills in real-world clinic scenarios

Bonus: One-to-One Coaching Session with Paul Pelletier

Each participant will book a private 30-minute coaching session with Paul to ask questions specific to their situation/clinic environment or seek tailored advice.