# Office Managers Workshop at Provincial Dental Conferences

A dedicated workshop for dental office managers and administrators, offered by DOMAC to provincial conference organizers.

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## The idea

Office managers and administrators run the business side of a dental practice. DOMAC plans a dedicated workshop for them, over a full day or a half day, inside a provincial dental conference. It is open to everyone registered for your event.

DOMAC has organized this workshop for several years at the Manitoba Dental Association's Prairie Lights Dental Convention. This document describes how it works and how it can be adapted to your event.

## How it works

| DOMAC provides | Your organization provides |
|---|---|
| • Workshop design: agenda, session formats and learning outcomes<br>• Speaker sourcing and coordination, working from your contacts and ours<br>• Arrangements for the speakers DOMAC selects and sponsors<br>• Promotional materials for you to use in your own channels<br>• A DOMAC representative on site, and a DOMAC booth on the trade show floor with the other exhibitors | • A room for the full or half day, open to everyone registered for your event<br>• Registration, and CE issuing and tracking, as for your other sessions<br>• Introductions to speakers and organizations in your province, including any you already recommend<br>• Promotion of the workshop in your conference program and channels<br>• Arrangements for any speakers you select |

Other speaker arrangements, including travel, are agreed case by case. Booth terms are discussed with each organizer, since space differs from one event to the next.

## Formats

We recommend at least a half day. Even at a smaller event, it leaves room for a workshop that is worth the space. Anything up to a full day can be customized.

| | |
|---|---|
| **Half day** | Two or three sessions, for example a panel and a lecture. |
| **Full day** | Five sessions with breaks, as in the 2026 workshop below (just under six hours of content). |
| **Customized** | Any shape in between, or split across two days, as in 2025. Sessions can be panels, lectures, interactive sessions or case-study panels with Q&A. |

## Tailored to your event

Topics and speakers are chosen with you. Not every province will want the same topics, and not every speaker can travel to every event, so the examples below are starting points, not a fixed menu. We begin with the contacts you already have, such as your regulator, human rights or privacy bodies, local lawyers and allied associations, and source the rest together.

**Topics covered in past years**

- Privacy, digital hygiene and cyber security (2024, 2025)
- Human rights in dental practice (2026)
- Bullying, harassment and respectful workplaces (2026)
- Staffing, hiring and HR management (2025)
- Employment and labour law (2024)
- Employee handbooks and office policies (2025)
- Workplace culture, burnout and resilient teams (2026)
- Unconscious bias (2026)
- Conflict, negotiation and communication (2024, 2026)
- Marketing with artificial intelligence (2024)

## A sample workshop: Prairie Lights Dental Convention, 2026

Friday, April 17, 2026, 9:00 AM to 5:00 PM, Room 2H, with a DOMAC booth on the show floor. All sessions were open to registered conference attendees.

| Time | Session | Format | Speakers |
|---|---|---|---|
| **9:00 – 10:30** | **Human Rights in Dentistry**<br>*How human rights legislation shapes expectations in dental practice, from staff, patient and regulatory perspectives.* | Panel | Moderator: Alex Zlatin, DOMAC<br>Megan Fultz, Manitoba Human Rights Commission<br>Jeff Palamar, human rights lawyer<br>Dr. Arun Misra, Registrar, Manitoba Dental Association |
| 10:30 – 10:45 | **Break** | | |
| **10:45 – 12:15** | **Building Culture and Resilient Teams**<br>*Workplace cultures that support retention, engagement and collaboration.* | Lecture | Savannah Koran |
| 12:15 – 1:45 | **Lunch and trade show** | | |
| **1:45 – 2:45** | **Respectful Workplaces: Addressing Bullying and Harassment**<br>*A respectful, harassment-free workplace across the whole dental team, with tools for early resolution.* | Inter-association panel | Moderator: Donna Wells, Manager of Professional Practice, Canadian Dental Hygienists Association<br>Lee Hurton, ED, MDHA<br>Rafi Mohammed, CEO, MDA<br>Tess Peter, ED, MDAA<br>Monica Trimble, ED, DOMAC |
| 2:45 – 2:55 | **Break** | | |

| Time | Session | Format | Speakers |
|---|---|---|---|
| **2:55 – 3:55** | **Consciously Overcoming Unconscious Bias**<br>*Recognizing unconscious patterns in decisions and relationships, and how to reframe them.* | Lecture | Paul Pelletier |
| 3:55 – 4:05 | **Break** | | |
| **4:05 – 5:00** | **Conflict and Connection: Turning Workplace Tension into Team Strength**<br>*Practical conflict-resolution frameworks and emotional intelligence tools.* | Interactive session | Pauline Grouette, Proud Pathways<br>Alex Zlatin, DOMAC |

MDHA: Manitoba Dental Hygienists Association. MDA: Manitoba Dental Association. MDAA: Manitoba Dental Assistants Association.

## Where the workshop has been

**2024.** A four-session workshop on privacy and cyber security, marketing with AI, employment law, and negotiation and communication.

**2025.** A two-part workshop, held on a Friday afternoon and a Saturday morning.

- Friday: Privacy Panel, a case-study format with Q&A, with Jacqueline Bilodeau (Manitoba Ombudsman), Kendall Dyck (Thompson Dorfman Sweatman), Dr. Derek Nordstrom and Dr. Arun Misra (Registrar, Manitoba Dental Association), moderated by Alex Zlatin. It was followed by Staffing and HR Management with Savannah Koran.
- Saturday: Creating an Employee Handbook, a two-hour workshop with Savannah Koran on creating, customizing, implementing and tracking office policies.

**2026.** The full-day workshop shown above.

Mint Ops was the major sponsor of these workshops.

## Next steps

To explore a workshop for your event, please tell us:

- The title or theme of your event
- Your conference dates
- The room and hours you could offer, from a half day to a full day
- Any speakers or organizations you would like us to start from

DOMAC will then propose a draft agenda, built around your event, for your review.

**Monica Trimble**, Executive Director, DOMAC
monica@officemanagers.ca | officemanagers.ca

**About DOMAC.** DOMAC is a national non-profit that provides a voice to and for the administrators, office managers and consultants working in dental offices across Canada, through certification, a networked community and connections within the dental industry.