

# Kelly Duggan

**RDH, AICI CIC**

*Executive Presence Coach*

*Personal Brand Strategist*

*Inspiring Speaker*

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## Speaker Packet

*"Because Image Matters..."*



**KD** KELLY DUGGAN  
▶ IMAGE CONSULTING ◀

# Why Image Management?

Image management is about the bottom line and better client/patient service.

*"In today's world, image matters..."*

It's about competitive advantage and helping employees increase their self-confidence... focus on the business at hand... do their best... reach their goals... and generate greater success for themselves and their employers.

- Are you ready to stir change and set a brand standard for your practice?
- Are you ready to grow team and client/patient relationships and deliver greater business results?
- Are you ready to develop and elevate top talent and accelerate your practice's success?
- Are you ready to feel more comfortable in your own authentic style/presence?



*"Because Image Matters..."*

269.873.1598

[www.kellyduggan.com](http://www.kellyduggan.com)

# Creating Intentional Presence

Executive Presence Coach ~ Personal Brand Strategist ~ Inspiring Speaker

*Specializing in executive and personal image development,  
etiquette and communication skills*

## Training Customized to Meet Your Needs

Examples of KDI Consulting Programs:

- **The Power of Presence: Cultivating Professional Presence**
- **ABC's & D of Presence for the Dental/Medical Team**
- **PowerUP: Your Team, Your Patient Care, Your Profits**
- **The Leadership Advantage: Unlock Your Potential Thru Executive Presence**
- **Business Conduct & Office Etiquette for Today's World**
- **The StyleWise Professional Female**
- **More Than Dress: Success with Body Communication, Perceptions & Management**

## Work with a company that has a proven track record

At KELLY DUGGAN Image Consulting, LLC, we offer training services tailored to meet the specific needs of you and your organization. We'll help you identify what is needed and then present solutions you can use immediately.

Our powerful programs are designed to develop new skills as well as update and refine the skills employees already have.



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# The Power of Presence

## The Power of Presence: Transform Your Team, Transform Your Practice

In today's dental environment, your presence and interactions with others matter as much as your clinical expertise.

How you show up influences trust, communication and your overall success.

This session is designed for dental professionals who want to elevate their image, strengthen team dynamics and lead with confidence. You'll learn how to use your professional presence to make a positive, lasting impact chairside and in the wider dental community.

**Suggested Format:** Partial Day; Lecture, Workshop  
**Suggested Attendees:** Dental Professionals/Teams

## Learning Outcomes:

- Insight into how your image influences patient trust, teamwork and leadership effectiveness
- A sharpened awareness of personal and team presence in the clinical setting
- An understanding of "Total Presence" development tailored for dental professionals
- Practical strategies for enhancing your presence in person and online
- An action plan for building a confident, credible and cohesive professional image



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# First Impressions That Last

## First Impressions That Last: The Psychology of Trust at Every Dental Touchpoint

Patients form impressions of your dental practice within seconds of walking in the door. These snap judgments, known in psychology as thin slicing, are powerful and difficult to change once they're made.

This session will show you how to use intentional communication, polished presentation and environmental cues to make that first impression work for you.

We'll explore touchpoints — from waiting rooms and chairside interactions to websites and follow-up communications — so you can turn all of these patient interactions into meaningful, trust-building experiences.



## Learning Outcomes:

- A greater understanding of thin slicing and how it applies to dentistry
- Strategies for generating a more polished initial presentation
- Tactics for identifying and improving patients' first-impression touchpoints
- Ideas for follow-up communications and micro-moments that build trust
- A practical action plan for strengthening your practice's first-impression strategies

Suggested Format: Partial Day; Lecture, Workshop  
Suggested Attendees: Dental Professionals/Teams



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## Kelly Duggan, RDH, AICI CIC

**Kelly Duggan, president and founder of KELLY DUGGAN Image Consulting, LLC, has been helping leaders and their organizations make their best impression since 1999.**

Kelly is a certified image manager, coach, speaker and consultant. With more than 30 years in the dental and image industry, she has nurtured her desire to care for people and make a difference in their lives. This same passion emerges when she works with individuals and groups in image development.

KDI Consulting is an award-winning member of the Association of Image Consultants International (AICI), the largest professional association of personal and corporate image consultants worldwide. Kelly is a past president of the AICI Chicago Midwest chapter.

### **Goals For My Clients**

*To help them realize the power they have in themselves, develop their inner poise and confidence, and position themselves strategically for greater professional and personal success.*



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# Testimonials



*"By elevating the level of our patient care and practice experience, KDIC programs were well worth the investment. We continue to use the processes and tips to this day."*

**Theresa Spurr, Business Manager  
Dr. John Spurr, Spurr Family Dentistry**

*"Kelly is a warm, engaging presenter who inspires people to show up intentionally and professionally by embracing their authentic selves. She helped our team strengthen their presence in both digital and in-person settings, motivating them to bring their best selves forward for greater impact."*

**Kristen DeVries  
Western Michigan University VP  
University Advancement  
and Executive Director**

*"Kelly helped me become a clearer, more confident and more authentic speaker - I highly recommend."*

**Dr. Zina Berry, DDS  
Founder of Z-Loupes**

*"Kelly is the success partner you want in your corner. She understands the business of dentistry and the importance presence has on success.*

*Today, I know that I am projecting a confident impression that will support me in both my professional and personal endeavors."*

**Samantha Wendell, RDH, MS  
Preventative Sales Specialist**



*"Loved having Kelly join us at our team onsite! She helped our team think more intentionally about how we show up – with confidence and authenticity."*

**Barb Fleming, COO  
Torrance Learning**



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Ask us how we can help you gain a higher level of performance, productivity and profitability.



## Contact Us

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Find us on:



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**We help our clients authentically and strategically think, feel and present their very best, elevating careers and practice success**

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