## 2020 NADL University
### Schedule of Events

**Wednesday, September 23, 2020**
All attendees should plan to arrive Wednesday evening. No formal NADL University events are scheduled.

**Thursday, September 24, 2020**
- 7:30 a.m. – 8:00 a.m.: Breakfast
- 8:00 a.m. – 8:30 a.m.: Introductions, Icebreaker and Orientation
- 8:30 a.m. – 11:30 a.m.: Human Resources Management and Employment Regulations
  By: Jacquelynn Morris
  Seay Management Consultants
- 11:30 a.m. – 12:15 p.m.: Lunch
- 12:15 p.m. – 2:45 p.m.: Profitability, Operating Ratios and Benchmarking
  By: Travis Zick
  Apex Dental Laboratory Group
- 2:45 p.m. – 3:00 p.m.: Break
- 3:00 p.m. – 5:30 p.m.: Getting the Maximum Business Performance out of Your Lab
  By: Travis Zick
  Apex Dental Laboratory Group
- 6:30 p.m.: Formal Class Dinner

**Friday, September 25, 2020**
- 7:30 a.m. – 8:00 a.m.: Breakfast
- 8:00 a.m. – 11:30 a.m.: New Business Models and Changing Demographics for Today’s Dentist
  By: Ricki Braswell, CAE
  Beyond Coaching
- 11:30 a.m. – 12:15 p.m.: Lunch
- 12:15 p.m. – 2:15 p.m.: Multichannel Marketing in the Digital Age
  By: Terry Fine
  AMG Creative
- 2:15 p.m. – 2:30 p.m.: Break
- 2:30 p.m. – 5:00 p.m.: Quality Assurance Systems and Good Manufacturing Practices
  By: Gary Morgan, CDT
  SafeLink Consulting, Inc.

**Saturday, September 26, 2020**
- 7:30 a.m. – 8:00 a.m.: Breakfast
- 8:00 a.m. – 12:00 p.m.: The Future is in Your Hands... Take the Lead!
  By: Tom Laughon
  Catch Your Limit Consulting
- 12:00 p.m. – 12:30 p.m.: Debriefing and Graduation

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**September 23 - 26, 2020**
Tempe Mission Palms • Tempe, Arizona

Three Days of Professional Management Education

For more information, contact meetings@nadl.org or visit www.nadl.org