Welcome and Course Overview

Why Employees Stay

Core Competencies Needed to Achieve Success

Defining Core Optical Competencies

Develop an understanding of what capabilities patients truly value and invest accordingly to develop and sustain valued strengths

Video Critique: Frame and Lens Selection

Identifying Core Competencies
From Amateur to Superstar: How to Encourage Optical Excellence

The Optician’s Role in Collections

Workspace Organization

Integrating Multitasking and Diverse Tasks into your Day

*How the 80/20 maxim Works in the Optical*

Secrets to Keeping Pace with Office Flow

Conclusion and Question & Answer Session