

Curriculum Vitae



Orthodontic Consulting & Management Solutions

Charlene White
Progressive Concepts

Charlene White

Orthodontic Consultant

Main Office

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Virginia Beach, VA 23462
(757) 456-0555 Main
(757) 456-0444 Fax

Professional Experience

- 1975 – 1980 **Registered Dental Hygienist & Office Manager**
Norfolk, VA
Dr. Bill Tuggle's Private Practice
- 1980-1983 **Dental Consultant**
Virginia Beach, VA
Dental Dynamics
- 1983 –
Current **President & Owner of Progressive Concepts**
Virginia Beach, VA
Orthodontic Consulting Firm
*CONSULTED IN OVER 620 ORTHODONTIC PRACTICES SINCE 1984

Education

Norview High School

Norfolk, VA
High School

Graduated 13th in class of 630 as an Honor Student
Member of Honor Society

Old Dominion University

Norfolk, VA
1975 B.S. Degree in Hygiene, Cum Laude

Presentations

- 1987 Speaker, "Adventures in Attitudes" for AAO Annual Meeting
- 1989 Speaker, "How to Attract More New Patients to the Orthodontic Practice" for AAO Annual Meeting

1991	Speaker, "You Never Have A Second Chance to Make A Good First Impression" for AAO Annual Meeting
1992	Speaker, "How to Attract More New Patients to Your Office" for AAO Annual Meeting 1992
02/1994	Speaker, OMS, Atlanta, GA
02/1994	Speaker, "The Role of the New Patient Coordinator" for Summit 2000, Vail, CO
04/1994	Speaker, AAO, Orlando, FL
05/1994	Speaker, Irish Orthodontists, Dublin, Ireland
05/1994	Speaker, Summit 2000, London, England
06/1994	Speaker, "10 Steps to Long Term Success" for Pacific Coast Society of Orthodontists, San Francisco and Los Angeles, CA
07/1994	Speaker, "Orthodontic Practice Management" for "A" Company, San Diego, CA
11/1994	Speaker, UNITEK, Palm Springs, CA
11/1994	Speaker, "Creating a Happy Office" for SAO, Charleston, SC
11/1994	Speaker, "Interoffice Communication: More Fun, Less Stress" for PCSA, Palm Springs, CA
01/1995	Speaker, ORMCO: The Gorman Institute, Palm Springs, CA
03/1995	Speaker, "How to Take Your Case Acceptance to the Top" for OMS, Atlanta, GA
03/1995	Speaker, "Step by Step Solutions to Creating a Happy & Productive Team" for "A" Company, Dallas, TX
04/1995	Speaker, "Step by Step Solutions to Creating a Happy & Productive Team" for "A" Company, Boise, ID
04/1995	Speaker, "Step by Step Solutions to Creating a Happy & Productive Team" for "A" Company, New Orleans, LA
05/1995	Speaker, AAO, San Francisco, CA

09/1995	Speaker, SAO, Atlanta, GA
10/1995	Speaker, MSO/SWSO, Kansas City, MO
10/1995	Speaker, GLAO, Toronto, Canada
1996	Speaker, RMSO
03/1996	Speaker, TP Japan, Osaka and Tokyo Japan
05/1996	Speaker, AAO National Meeting, Denver, CO
08/1996	Speaker, Graduate Orthodontic Residents Program Graduation
09/1996	Speaker, "Creating a Happy Office" for Rocky Mountain Society of Orthodontists, ID
09/1996	Speaker, "A" Company, Philadelphia, PA
10/1996	Speaker, Canadian Association of Orthodontists, Toronto, Canada
10/1996	Speaker, NYU Alumni, hosted by "A" Company, New York, NY
11/1996	Speaker, "5 Steps to Creating a Happy Harmonious Team" for Kentucky State Association of Orthodontists, Louisville, KY
03/1997	Speaker, "Tips on OMS as a Management Tool" for OMS, Atlanta, GA
04/1997	Speaker, "5 Steps to Creating a Happy Harmonious Team" for Tidewater Society of Orthodontists, Norfolk, VA
05/1997	Speaker, "Peak Performance" for AAO National Meeting, Philadelphia, PA
06/1997	Speaker, "Peak Performance" for Dr. Morita's Study Club, Aiea, HI
07/1997	Speaker, "Peak Performance" for Dr. Mizell's Study Club, Houston, TX
09/1997	Speaker, "NPC" for Super Schulman Group, Chicago, IL
09/1997	Speaker, "5 Steps to Creating a Happy Harmonious Team" for Cleveland Association of Orthodontists, Cleveland, OH
09/1997	Speaker, "Peak Performance" for Quebec Society of Orthodontists, Montreal, Canada

10/1997	Speaker, "Peak Performance" for Greely Nista Study Group, Wilmington, DE
11/1997	Speaker, "Scheduling for Success" for Southern Association of Orthodontists (SAO), San Marco, FL
12/1997	Speaker, "Peak Performance" for Arizona State Orthodontic Association, Tempe, AZ
1998	Speaker, SAO
01/1998	Speaker, "5 Steps to Creating a Happy Harmonious Team" for Columbia Orthodontic Alumni, New York, NY
01/1998	Speaker, "5 Steps to Creating a Happy Harmonious Team" for Illinois Society of Orthodontists, Oak Brook Terrace, IL
04/1998	Speaker, "5 Steps to Creating a Happy Harmonious Team" for Oregon State Society of Orthodontists, Portland, OR
05/1998	Speaker, "The Financial Coordinator" for AAO National Meeting, Dallas, TX
09/1998	Speaker, "New Patient Coordinator, Level II Workshop" for Super Schulman Group, Chicago, IL
10/1998	Speaker, "Ten Tips for Future Success" for Great Lakes Association of Orthodontists and Mid Atlantic Society of Orthodontists, Bermuda
1998	Speaker, MASO
1998	Speaker, The Illinois Society of Orthodontists
1999	Speaker, OMS
2000	Speaker, Illinois State Ortho Association
2000	Speaker, GAO
2001	Speaker, Wisconsin Society of Orthodontists
2004	Speaker, Baylor Alumni Meeting
2005	Speaker, Australian Study Club
2005	Speaker, NESO

2005 Speaker, Kodak User's Meeting

2005 Speaker, Western Society

2005 Speaker, Western Pennsylvania Society of Orthodontists

2006 Speaker, OAIDT

2006 Speaker, Kodak User's Meeting

2006 Speaker, AAO

2007 Speaker, NCOA

03/07 Speaker, PracticeWorks User's Meeting, Atlanta, GA

01/08 Speaker, Rocky Mountain Dental Convention

03/2008 Speaker, PracticeWorks User's Meeting, Atlanta, GA

04/2008 Speaker, Sociedad de Especialistas en Ortodoncia de PR, Puerto Rico

05/2008 Speaker, "Team Power" and "A Cutting Edge Approach to Intra-Office Communication" for AAO in Denver, CO

05/2008 Speaker, "Team Power" and "Peak Performance" for Michigan Association of Orthodontists in Lansing, MI

02/2009 Speaker, "10 Ways to Get People to Like You in 90 Seconds" for the 2009 Ortho User's Group Meeting in Scottsdale, AZ

03/2009 Speaker, "DICEE" for the 2009 Dolphin Meeting in New Orleans, LA

03/2009 Speaker, "Peak Performance" for Orthodontic Education and Research Foundation (OERF) in St. Lois, MO

03/2009 Speaker, "How to Use OrthoTrac as a Management Tool" for the Kodak User's Meeting in Atlanta, GA

International Talks in Japan, Ireland, England, and Puerto Rico

Articles

- 01/1985 “You Never Have a Second Chance to Make a Good First Impression” listed in the JCO, Volume: 19, Number:1, Page: 62
- 08/1985 “Safeguarding Against Collection Problems” listed in the JCO, Volume: 19, Number: 8, Page: 594
- 04/1986 “Building a Practice Over the Telephone” listed in the JCO, Volume: 20, Number: 4, Page: 269
- 12/1989 “How to Fine – Tune Your Hiring Process” listed in the JCO, Volume: 23, Number: 12, Page: 798
- 04/1992 “Potential Patients Are in Your Office” listed in the JCO, Volume: 26, Number: 4, Page: 236
- 01/1993 “Ten Tips for Improving Your Case Acceptance Ratio” listed in the JCO, Volume: 27, Number: 1, Page: 34
- 04/1994 “Converting Observation Recalls to New Starts” listed in the JCO, Volume: 28, Number: 4, Page: 212
- 10/1995 “Win – Win Staff Compensation” listed in the JCO, Volume: 29, Number: 9, Page: 577
- 01/1996 “Flexible Financing: A Paradigm Shift” listed in the JCO, Volume 30: Number 1: Page 28
- 10/1999 “Today’s Top Challenge for Orthodontists, Part 1” listed in Management & Marketing, Volume 33: Number 9: Page 505
- 01/2000 “Examination Rooms” listed in Orthodontic Office Design, Volume 34: Number 1: Page 15
- 04/2006 “You Get Who You Pay For” listed in OrthodonticProductsOnline.com
- 10/2006 “Questions to Ask if you want to Rejuvenate Your Practice” listed in Benston Clark reSource
- 04/2007 “Bonuses Versus Raises” listed in OrthodonticProductsOnline.com

Boards

AAOF

2000 – **Lay Director**

Extracurricular Interests and Activities

I love to golf. My handicap fluctuates from 12 – 16.

Traveling. When Dennis and I travel, we enjoy visiting art and home museums.

I love art and collecting art.

I enjoy watching football and golf events. I am a “Redskins” fan.

I am an avid “student” of business and human behavior.