



**DOCUMENTOLOGY™**

*Igniting Operational Efficiencies*

**SPEAKER PACKET**



# ***Revolutionizing Dental Practices: How AI and Systems Integration Empower Every Role***

Every role within a dental practice — from front office teams to clinical providers and leadership — can thrive when empowered with the right combination of AI-driven tools and operational systems.

In this transformative keynote, Glenda Acevedo reveals how practices can harness AI and documentation systems to eliminate friction, elevate team performance, and deliver consistent, patient-centered care — all while preserving the human connections that define great dentistry.

Through practical examples, Glenda demonstrates how AI enhances everyday workflows, improves onboarding and training, automates time-consuming tasks, and empowers practices to scale without chaos or burnout.

This session also confronts the biggest unspoken fear facing today's workforce: Will AI replace me? Glenda demystifies the future of work, showing how AI enhances human capabilities, creates new career opportunities, and demands new leadership skills — not less humanity, but more.

Participants will explore how intergenerational workforce dynamics impact technology adoption, team communication, and patient engagement, learning strategies to bridge generational gaps and build stronger, future-ready practices.

Practices that embrace both innovation and systemization will position themselves not only to survive the next decade — but to thrive, grow, and lead it.

This keynote leaves attendees inspired, equipped, and ready to turn disruption into their competitive advantage.



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## **Learning Objectives:**

Identify key operational gaps that AI and systems integration can address across clinical and administrative workflows.

Implement AI-enhanced strategies for improving documentation, task delegation, and training processes.

Evaluate opportunities to increase efficiency, reduce turnover, and boost profitability through systematic innovation.

Integrate AI tools into practice operations while preserving a patient-centered, people-first culture

Suggested Audience:  
Dental Vendors, Dental Entrepreneurs, Dental Practices, and DSOs

Suggested Format:  
One -hour, Two-Hour, Full or Partial Day; Lecture, Workshop



# ***Operational Excellence in the Era of AI: Empowering Teams, Patients, and Sustainable Growth***

In an era of rapid innovation, shifting workforce dynamics, and rising patient expectations, sustainable growth requires more than great technology — it demands operational excellence powered by people, process, and purpose.

In this keynote, Glenda Acevedo explores how healthcare and dental organizations can build resilient, high-performing teams by streamlining operations, systematizing workflows, and aligning culture with evolving care models.

Through real-world examples and actionable insights, attendees will learn how structured documentation (SOPs), patient-centered outcomes, and AI-supported systems work together to create consistency, drive accountability, and unlock scalable growth.

Glenda also dives into the impact of intergenerational workforce shifts, highlighting strategies for engaging and empowering teams across Baby Boomers, Gen X, Millennials, and Gen Z — ensuring everyone is aligned, invested, and equipped to lead change.

Attendees will leave with a renewed understanding of how operational excellence is not just about efficiency — it's about building cultures that thrive, innovate, and deliver exceptional patient experiences in a rapidly transforming world.



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## **Learning Objectives:**

**Design systems that empower team performance, patient-centered care, and scalable growth.**

**Implement operational workflows that enhance onboarding, compliance, and leadership accountability.**

**Adapt leadership approaches to align with intergenerational workforce dynamics and communication styles.**

**Leverage AI-supported systems to enhance consistency, decision-making, and operational resilience.**

**Suggested Audience:  
Dental Vendors, Dental Entrepreneurs, Dental Practices, and DSOs**

**Suggested Format:  
One -hour, Two-Hour, Full or Partial Day; Lecture, Workshop, Keynote**



## *Empowering People, Streamlining Processes, Transforming Outcomes*

Glenda Acevedo is a dynamic systems strategist, healthcare consultant, and national speaker dedicated to transforming dental and healthcare practices through operational excellence, AI innovation, and people-first leadership.

With over 30 years of experience leading growth and transformation across healthcare, dental operations, and strategic sales, Glenda specializes in helping organizations streamline workflows, strengthen team performance, and drive sustainable growth.

As the founder of DOCumentology® and SOPSuite®, she empowers practices to document their proven methods, implement scalable systems, and confidently integrate emerging technologies like AI into everyday operations.

A proud member of the Baby Boomer generation (and living proof that adaptability never goes out of style), Glenda has not only witnessed the evolution of business through decades of technological change — she has embraced it, mastered it, and now leads others through it. Her unique perspective bridges generational gaps with wisdom, humor, and strategic foresight, empowering teams of every age to thrive in a rapidly changing world.

When she's not helping organizations future-proof their operations, you can find Glenda sharing laughs with her teenagers — who still haven't figured out that she's smarter than the average bear.

Through her engaging speaking style, real-world expertise, and passion for patient-centered outcomes, Glenda equips audiences to navigate change, embrace innovation, and unlock lasting success — no matter what the future holds.

### **Memberships:**

Dental Entrepreneur Women

Dental Speaker Institute

Dental Speakers Bureau



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# Testimonials

"Glenda is a high-energy, passionate speaker who knows how to draw the audience in with her stories, humor, and clear ideas. She's a great choice when you want to inspire your audience to action!"

**-Katherine Eitel-Belt; Speaker, Author, Coach**

"Glenda Acevedo has an impactful message to share, and she so eloquently uses her creativity and vulnerability to connect with her audience and engages her listeners."

**-Laura Brenner; Career Coach and Speaker**

"Glenda has certainly proved herself as an incredible speaker! She spoke in Dentistry's Got Talent and gave a stellar performance. Her message is clear and important! Glenda is a pleasure to work with. I highly recommend Glenda as a notable speaker and easy to work with. I can't wait to see more of her successes!"

**-Sandra S. Berger; Dental CE Expert, Dentistry's Got Talent CE Director**

"Glenda was one of the best speakers I've heard in 5 years of running Dentistry's Got Talent, Smiles at Sea, and The Dental Festival. Her industry expertise brought so much value to the thousands of dental professionals she impacted during our event. I would give her my highest recommendation if you're considering hiring her to wow your attendees at your event."

**-Elijah Desmond; Founder of Smiles at Sea and The Dental Festival**

"Delivered a powerful story with a clear, soothing voice, and the vulnerability was powerful."

"Great storytelling, captivating, good transitions, very motivating conclusion."

"Good hook for attention in sharing life's challenges and how they impacted you, showed vulnerability, was powerful and engaged the audience."

**-Dentistry's Got Talent Judges, Smiles at Sea Conference, 2022**



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