**Introduction:**

Teresa Duncan received her Master of Science degree in Health Care Management from Marymount University and has worked in healthcare for over 20 years. Her company Odyssey Management helps dental offices improve their systems with managerial coaching and support.

She belongs to many associations and writes for several industry magazines. Her website has her complete background but what YOU need to know is that she is in constant contact with many doctors and office managers– both clients and friends – and hears all sorts of dental office stories. In other words, she feels your pain! She’s here today to guide us through the sometimes frustrating but ultimately rewarding task of leading our teams.

Please join me in welcoming Teresa Duncan!