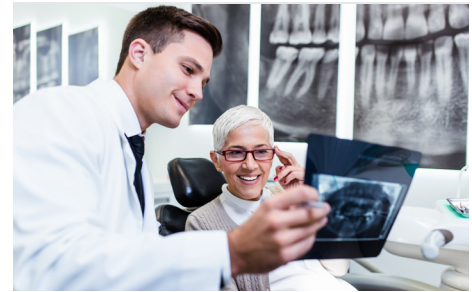


Effective communication – empowering the team

It takes a team to make a successful dental practice

Speaker Karen Young, FADIA
Host Dr. Elliott A. Weinstein
Sponsor Nobel Biocare



Course information

Lecture presentation

October 17, 2019
Thursday

Location

Carbon Bar
99 Queen Street East
Toronto, ON M5C 1S1

Times

Registration 6:00 p.m. – 6:30 p.m.
Presentation 6:30 p.m. – 9:00 p.m.

Dinner and refreshments will be provided.

Tuition

Complimentary

CEUs

2.5 credit hours

Registration

An RSVP is requested. Please contact:
Dr. Elliott A. Weinstein's office
416.323.1717
reception@weinsteinperio.com



Karen Young, FADIA

Karen Young is the office director and patient treatment coordinator for MY Prosthodontic Dental Clinic in Toronto, where she currently works alongside Dr. Ming-Yi Chou, who specializes in

dental implant placement, restoration and full-mouth rehabilitation. Ms. Young is a member of the Association of Dental Implant Auxiliaries (ADIA) since 2001 and has held an ADIA Fellowship since 2004. She previously held a full-time position as the director of Oxford College of Arts, Business and Technology, one of Canada's largest accredited dental hygiene colleges. In 2009, Ms. Young received a teaching certificate through Humber College in Toronto. With more than 27 years of experience specializing in case presentations and a certified educator with the ADIA, she is an experienced speaker on topics of treatment acceptance and patient communications.

Course overview

Do you believe you are an excellent communicator? The answer is probably "Yes." As dental professionals, it is our responsibility to communicate to patients their clinical findings and the solutions to their problems. But are we communicating these findings in a way that our patients can understand? How do you describe the pros and cons of each option and the consequences of what may happen should they decide not to proceed with the recommended treatment?

This course will help you become a stronger communicator and show you when to stop and listen. Learn how using powerful words can change the way your patient is feeling. Good oral health is part of a healthy lifestyle, and can enhance your patient's life! This program is geared to enable team members to communicate clearly and concisely by improving the team's verbal and nonverbal communication skills.

Learning objectives

- Recognize different styles of communication.
- Learn how to build rapport with others.
- Understand the various methods of communication and decided when each is most suitable.
- Appreciate the role of body language and voice tone in effective communication.
- Learn how to make a great first impression.
- Understand why trust is so important and how to establish it.
- Learn how to deal with objections and patients' unrealistic expectations.
- Develop strategies for a higher rate of treatment acceptance.
- Talking about the elephant in the room – why you should discuss finances up front.
- The power of words, how choosing the right words can aid in case closure.

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