

May

Communication in Dentistry -

The skills you need and how to apply them in day-to-day practice

Presented by **Dr Colm Harney**

Date
Wednesday 2nd May 2018

Time
Registration: 12.45pm
Course: 1pm-5pm

Venue
ADA House
54-58 Havelock St West Perth

Fee (inc gst)
\$297.00
Limit: 16
(Includes afternoon tea)

Convenor
Dr Jenny Ball

CPD Hours: 3.5



Course Outline:

The world of dentistry is evolving, with a patient base that has higher expectations about the treatment they receive, and a profession that is presented with an often bewildering array of new concepts, technologies and treatment modalities.

One principle that has remained constant in modern dental practice is the value assigned by patients to dentists that communicate effectively with them - the literature says that they are more satisfied, have better outcomes and in turn, the treating dentist will have greater job satisfaction and receive less complaints.

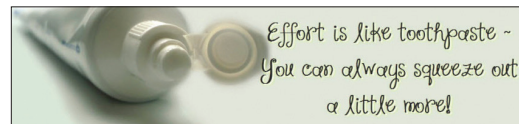
This half day course is aimed at identifying and honing skills dentists already have and learning how to apply them in various situations. The course will be interactive, with discussions, group work and role plays to give practitioners the tools to apply these skills straightaway in their practice of dentistry.

Topics covered will include:

- benefits of effective communication;
- the key communication skills relevant to dental practice;
- understanding these skills and barriers to implementation;
- integration and application of the skills in your workplace;
- communication in challenging situations.

About the Presenter:

Dr Colm Harney graduated in 1993 from Trinity College Dublin (BDentSc) and has worked in a broad range of practice settings. He has worked as a general dentist in Northern Ireland and in that time he also worked in the volunteer sector with an organisation providing Dental care in Romanian orphanages. In 1997 he worked in Australia, first working in public sector clinics and then as an Itinerant Dentist attached to the Royal Flying Doctor Service in Cape York Peninsula. After relocating to London, Colm worked as a GDP for 8 years in a city practice. He completed post-graduate studies in Communication and Dispute Resolution at the University of London. He worked as a mediator for a company that managed neighbour disputes in East London. Colm relocated to Perth in 2007 and has been a GDP at the same practice for over 10 years. He has worked for Health and Disability Services Complaints Office as senior case manager, handling complaints against healthcare providers using mediation and negotiated settlement with the parties in dispute. Since 2013 Colm has been a tutor and examiner in the Communication Skills module for the Doctor of Dental Medicine (DMD) and Doctor of Medicine (MD) students at the University of Western Australia.



WA DENTAL CPD 2018 Registration - DENTISTS

I am a member of the ADA Yes No (please circle Branch) WA / SA / VIC / NSW / QLD / TAS / NT

Course Name: _____ Course Date: ____ / ____ / ____

Please use block letters when filling in your details.

Title: (Prof/Dr/Other)

Given Name:

Surname:

Postal Address:

Work Phone: Mobile Phone:

Email Address:

State: Postcode:

Additional Participants: (Names) _____ Special Dietary Vegetarian Gluten Free
Requirements: Lactose Free Other: _____

Please Note: Non ADA Members add 50% to course fee (UWA School of Dentistry staff, practice staff & members of other ADA branches exempt)

Payment: Total Amount: AUS \$ _____ (includes GST)

Credit Card: Mastercard Visa AMEX Diners

Card Number: Expiry Date:

Cardholder Name: _____ Signature: _____

Fax completed form to ADA WA Branch +61 8 9321 1757 or email to cpd@adawa.com.au

Cheque: Make cheque payable to ADA WA Branch Inc and post to PO Box 34, West Perth WA 6872 with your Registration Form.

No Certificate of Attendance will be issued. A receipt/tax invoice will be provided showing the course name and CPD hours for your records.

Bookings, Course & Payment Enquiries: ADA Office +61 8 9211 5600 Email: cpd@adawa.com.au

Other Enquiries: Dr Jenny Ball 0419 044 549 jenny@adawa.com.au

Please note: Your registration for these events indicates acceptance of the CPD Terms and Conditions contained in the WA Dental CPD 2018 Course Book.

Online registration and secure payment available on the ADA WA website www.adawa.com.au CPD area **STRICTLY Attendees paying regular course fee ONLY**