

THE *Communication* CODE

From Team Dynamics to Case Acceptance

Not everyone communicates in the same way, leading to confusion and frustration. Yet, communication is paramount for successful outcomes with both patients and teammates.

In this dynamic presentation, attendees will learn how to recognize different personalities and communication styles. They will also identify skills for enhancing emotional intelligence. With this knowledge, they will understand how to apply these skills to increase case acceptance, team harmony, and personal wellness.



Learning Objectives:

- Identify the DISC personality profile types and how to recognize associated traits within the clinic environment
- Demonstrate how to adjust your communication with patients based on their personality type to enhance communication and improve case acceptance
- Apply the components of emotional intelligence to your workplace

Suggested Audience:

All Dental Professionals

Suggested Format:

Partial Day;
Lecture, Workshop, Keynote

AGD Code 770, 738



AmandaHillRDH@gmail.com
www.AmandaHillRDH.com
757-816-4542