

MASTERING DIFFICULT CONVERSATIONS

October 27th 10am-12pm

*Location: MUN Arts and Administration Bldg
1043*

PD: 2 points

RDH \$25 DA \$30 DDS \$40

Coffee/Tea and snacks provided

On a daily basis, dental hygienists teach, communicate and share information pertaining to the oral health and well-being of those we serve. Sometimes, we become the bearer of bad news. Other times, potentially contentious topics leave us uncomfortable or stressed. Too often, we feel ill-equipped to lead a tough conversation or are uncertain how to best communicate during topics of a personal nature. Since nothing progresses without conversation, knowing how to engage in difficult conversations and ensure positive outcomes is an essential skill for any employee or employer.

If you want to be at ease during tough conversations and learn easy-to-apply tools that will transform any difficult conversation into a relationship-building connection, this course is for you. You will learn the dynamics of a tough conversation, what is going on in our brains - behind the scenes, and most importantly how to manage and direct a tough conversation.

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Using real life stories and relating the science of a tough conversation directly to our world of dental hygiene, Bill unveils the mystery behind mastering a challenging conversation. Drawing upon two decades of consulting to businesses on topics such as conflict and confrontation, his life coaching experience and 30 years of practicing dental hygiene, Bill teaches his eight prerequisites to “Mastering Tough Conversations.”



Upon completion of this course you will:

- understand what makes a “tough conversation” so difficult;
- have a general understanding of the science behind the emotions of a tough conversation;
- feel more confident and less stressed about initiating and leading a critical conversation;
- know how to dissect a conversation into three components and in doing so, be able to direct it in the most auspicious direction;
- be equipped with skills that will prevent any conversation from becoming argumentative or yielding negative outcomes;
- learn eight tools to use in any tough conversation that will lighten stress and ensure positive outcomes and
- have sharpened your communicative skills and added value to your role as a dental professional.