

From Calamity to Catastrophe: Emotional Emergencies in the Dental Office

The physical and mental repercussions of not dealing with emotional emergencies? Burnout, depression, cardiovascular disease and ulcers to name a few.

Life brings death, divorce, job loss, hurricanes, flooding, political unrest, health issues, addictions, and economic downturns. Any of these events can have a significant effect on the dentist, team and patients: feelings of shock, grief and struggling to cope in our personal and professional lives. Our patients expect us to smile and focus on the task at hand with no distractions.

Learn how to build trust, prepare your team, prevent dilemmas, and manage inevitable conflict. Explore important conversations in the workplace related to hiring, performance, termination and relationship issues. Understand how to handle difficult situations with patients. Discover how to recognize potential emotional emergencies and develop guidelines for responding when the pain is in the brain. Recognize how the characteristics of a diverse team can benefit the whole by exploring generational differences and the opportunities they present.



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LEARNING OBJECTIVES:

- Recognize the physical effects of emotional turmoil and the neuroscience behind it all
- Understand how grief and depression affect the dental professional and the numerous circumstances that constitute a major loss
- Develop an Emotional Emergency Plan to help your team cope with future inevitable losses within the team and with patients
- Discover the power of forgiveness through personal stories of Genocide survivors in Rwanda, Armenia, and Eastern Europe
- Examine the unique nature of a professional life in dentistry and the stigma/secretcy we encounter when it comes to grief and depression
- Expand your resilience potential and know that no matter what happens in life peace, joy and happiness are possible.
- Update you knowledge on the latest information regarding preventing and surviving suicide.

SUGGESTED FORMAT:

Full or Partial Day; Lecture, Workshop, Keynote

SUGGESTED AUDIENCE:

All Dental Professionals