

SPEAKER PACKET

Kimberly

HARMS, DDS



Conflict got you down? Are you feeling the effects of a crisis or transition in your office? Do you struggle to treat patients with emotional or physical pain?

If so,
Dr. Kim Harms
can help!



With 30-years in clinical dentistry and 21 years as a National Spokesperson for the American Dental Association, Kimberly Harms D.D.S. has seen the importance of positive communication, management of conflict and relationship building firsthand. Her goal is to help untangle problems and support those with grief issues by sharing that accumulated knowledge with seminar attendees.



Kimberly Harms, DDS

651-214-4073

DrKim@PinelakeLawFirm.com

www.DrKimberlyHarms.com

Presentations:



The Worst Has Happened: Now What?

Building Your Team to Survive and Thrive Through Crisis and Loss

This seminar focuses on rebuilding a team after a catastrophic loss has sent at least one member deep into the grief pit.



Detangling Dentistry's Most Difficult Discussions and Dilemmas: Tales from the Complaint Desk

Learn how to build trust, prepare your team, prevent dilemmas, and manage inevitable conflict. Understand how to handle difficult situations with patients.



Neutralize Your Nightmares: Promote Office Harmony through Structured Conflict Management

Develop a process for improving the management of clinical and administrative errors. Learn how to accept appropriate responsibility, address concerns with empathy and provide resolutions.



When the Pain is in the Brain:

Emotional Turmoil, Stress and Grief

Increase your understanding of the emotional needs of patients, team members, families, even yourself and promote greater harmony in your personal and professional life.



The Pain Wars: Acute vs Chronic

Confessions of a Pain Rehab Graduate

Learn the causes, costs and effective treatments for pain. Explore side effects such as depression, anxiety and stress as well as complementary and alternative medical options.



To Floss or Not To Floss: That is the Question

How do we encourage our patients to trust their local dental professional as their number one oral health information source? Gain the verbal skills necessary to guide patients in the process of critically analyzing information they receive from media outlets.

The Worst Has Happened: Now What?

Building Your Team to Survive and Thrive Through Crisis and Loss

Life brings death, divorce, job loss, natural disasters, political unrest, health issues, addictions and economic uncertainties. When the emotional repercussions of these events are not addressed they frequently metastasize causing disloyalty and unrest. Is your office a safe place to grieve?

In dentistry our patients expect us to smile and focus on the task at hand with no distractions. In a time of hardship, conflict or crisis our brains naturally fall into mental distraction mode and can negatively affect the patient experience we've worked so hard to achieve. When we suffer a catastrophic death or loss in our lives it can destroy our sense of how the world is supposed to work. When are we ready to go back to work? Is there a plan in place to support our team and help them cope in a crisis?

This seminar will focus on rebuilding our teams after a calamity, catastrophe, or conflict has sent at least one member deep into the grief pit. Learn how to build trust, prepare your team for tough times, prevent dilemmas, manage conflict and build resilience. Discover how to to recognize potential emotional emergencies and develop response guidelines. Understand the increased empathy, team loyalty and job satisfaction that comes from building your team through adversity.



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LEARNING OBJECTIVES:

- Understand the causes and effects of catastrophic loss on a dental team
- Discover the physical consequences of grief
- Uncover the neurobiology of suffering
- Learn how to show empathy to suffering team members as well as what to say (and what not to say) to help them feel heard
- Identify the contents of an Emotional Emergency Workplace Toolkit
- 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

SUGGESTED FORMAT:

Full or Partial Day; Lecture, Workshop, Keynote

SUGGESTED AUDIENCE:

All Dental Professionals

Detangling Dentistry's Most Difficult Discussions and Dilemmas: **Tales from the Complaint Desk**

We work in a high intensity, high anxiety environment made worse by the uncertainties of the recent pandemic. All it takes is a spark of controversy caused by a clinical/clerical error or perceived error for an explosion of emotion to occur and for our patients to be affected.

In this seminar you will learn techniques to improve your listening, empathy, trust building and solution seeking skills to prevent problems, the procedures and words necessary to manage them, and the critical follow up necessary to build long term patient relationships or successfully end them.

Conflict is universal. Dr. Harms will share stories of successful conflict management from her work as a National Spokesperson for the American Dental Association. She will also share insight gained from her experiences managing patient complaints as a Peer Review Coordinator for the Minnesota Dental Association and her work as a mediator in dental settings.



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LEARNING OBJECTIVES:

- Understand the unique brain chemistry that controls our reaction to distress and conflict
- Recognize the basic Pillars of Trust and learn how hard it is to earn trust and how easily trust can be destroyed
- Master specific techniques and verbiage to minimize damage after a clinical or clerical error
- Discover the three steps necessary to minimize the chances a patient will take their conflict to the Board of Dentistry, Peer Review, the legal system or on-line review
- Enhance listening skills to improve understanding and build relationships

SUGGESTED FORMAT:

Full or Partial Day; Lecture, Workshop, Keynote

SUGGESTED AUDIENCE:

All Dental Professionals

Neutralize Your Nightmares: Promote Office Harmony through Structured Conflict Management

Office turmoil got you down?

Without a formal resolution method, conflict can cause team members and patients to choose their own solutions by changing jobs or dentists. At the same time, the dentist/patient relationship is being threatened by outside sources. Negative media and self-proclaimed internet gurus are increasing while government and insurance interference is also on the rise.

Improve communication skills and learn how to effectively manage disagreements with patients and team members. Develop a process for improving the management of clinical and administrative errors. Learn how to accept appropriate responsibility, address concerns with empathy and provide resolution acceptable to both parties. Explore the principles of civil mediation which are designed to help those in conflict resolve their differences through the use of a neutral party.

Conflict is universal. Dr. Harms will share stories of successful conflict management from her work as a National Spokesperson for the American Dental Association. She will also share insight gained from her experiences managing patient complaints as a Peer Review Coordinator for the Minnesota Dental Association.



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LEARNING OBJECTIVES:

- Build confidence in managing conflict using basic mediation techniques
- Understand and implement time-tested methods of conflict resolution and trust building that work for all generations
- Analyze personality types, their unique perspectives and reactions to stressful situations
- Recognize the basic Pillars of Trust and learn how hard it is to earn trust and how easily trust can be destroyed
- Master specific techniques and verbiage to minimize damage after a clinical or clerical error
- Enhance listening skills to improve understanding and relationships

SUGGESTED FORMAT:

Full or Partial Day; Lecture, Workshop, Keynote

SUGGESTED AUDIENCE:

All Dental Professionals

When the Pain is in the Brain: Emotional Turmoil, Stress and Grief

Anxiety and stress are rampant in today's society. As life expectancies rise, so do grief expectancies. Whether it be the patient or team member that is struggling, many dental professionals are unaware how to help.

Repressed grief and emotional pain cause depression, sleeplessness, alcohol/substance abuse as well as cardiovascular disease. Grappling with grief and managing its side effects are skills dental professionals need to understand. Although we can't control when bad things happen to us we can control how we work to recover.

Dr. Harms draws from her experience in grief counseling and mediation to help participants recognize others' emotional needs and understand the physical and psychological effects of grief and the task of mourning. Learn proven grief and stress management methods that assisted her in her own emotional healing after the catastrophic losses of her mother and son to suicide. Explore the effects of grief, pain and suffering as well as the power of resilience, humor and joy. Increase your understanding of the emotional needs of patients, team members, families, even yourself and promote greater harmony in your personal and professional life.



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LEARNING OBJECTIVES:

- 👉 Identify the connection between emotional pain and dentistry
- 👉 Understand how to effectively manage office bullying and passive-aggressive behavior and how to minimize the damage
- 👉 Recognize the difference between mourning and grief
- 👉 Differentiate the specific features of the four tasks of mourning
- 👉 Define the various emotional illnesses which may affect our patients and team and understand how to adjust treatment or manage behavior
- 👉 Recognize the dental repercussions of emotional illness, stress and grief
- 👉 Update your knowledge on the latest information regarding preventing and surviving suicide

SUGGESTED FORMAT:

Full or Partial Day; Lecture, Workshop, Keynote

SUGGESTED AUDIENCE:

All Dental Professionals

Can be adapted to meet the requirements of most state boards of dentistry for suicide prevention.
Check with your state board for details.



The Pain Wars: Acute vs Chronic

Confessions of a Pain Rehab Graduate

Chronic pain is a major cause of opioid addiction.

Dental professionals encounter acute pain on a daily basis. Frequently, patients suffering chronic pain seek our help as well. *How do we treat these patients?*

Dr. Kim Harms offers a unique perspective on this issue. She is not only a dentist familiar with treating patients in pain but also a patient who has suffered neck and back injuries resulting in nerve damage to her drilling fingers. A graduate of The Mayo Clinic's elite Pain Rehab Program, Dr. Harms shares techniques for self-managing pain, including learning which aspects of pain and life can be controlled. She will also address the current recommendations concerning the use of opioids for dental pain.

Learn the causes, costs and effective treatments for pain. Explore side effects such as depression, anxiety and stress as well as complementary and alternative medical options. With the ever-increasing focus on the use of opioids in the dental practice, and the current epidemic of opioid abuse, this information is essential for every dental professional.



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LEARNING OBJECTIVES:

- Understand the difference between acute and chronic pain and how to effectively manage both
- Discuss the financial, physical and emotional costs of chronic pain
- Understand the latest recommendations for the treatment of acute pain
- Review the numerous long and short-term treatments for chronic pain
- Explore the various causes and effects of opioid abuse and its long-term consequences.

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Full or Partial Day; Lecture, Workshop, Keynote

SUGGESTED AUDIENCE:

All Dental Professionals

Meets the requirements of most state boards of dentistry.
Check with your state board for details.

To Floss or Not To Floss: **That is the Question**

Become your patients' most trusted source of oral health information and help your patients critically evaluate internet sources.

In an era of easy website development and internet access, anyone can claim to be an expert in dentistry. Sometimes even traditional media sources can be confusing to our patients. How do we encourage our patients to trust their local dental professional as their number one oral health information source?

Dr. Harms will share her experiences as a spokesperson for the American Dental Association on topics such as microbial biofilm affecting our water, the AIDS epidemic, fluoride, amalgam, oil pulling, charcoal use and fecal bacteria on our toothbrushes. Gain the verbal skills necessary to guide patients in the process of critically analyzing information they receive from media outlets.



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LEARNING OBJECTIVES:

- Discover creative ways to create a fan base
- Review the most frequently searched online dental topics and the credentials of those providing online information
- Learn how to develop a customized information handout to help patients discern the credentials of online "experts"
- Delineate the steps necessary to manage or avert a public relations crisis
- Expand verbal skills for discussing controversial dental health issues
- Explore examples of an officewide patient education system for patients to turn to

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Full or Partial Day; Lecture, Workshop, Keynote

SUGGESTED AUDIENCE:

All Dental Professionals

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Major life events (such as death, divorce, and job loss) and even conflict can create feelings of shock, grief and leave us struggling to cope. These events have a significant effect on the dental team and our patients.

With 30-years in clinical dentistry and 21 years as a National Spokesperson for the American Dental Association, Kimberly Harms D.D.S. has seen the importance of positive communication, management of conflict and relationship building firsthand. Her goal is to help untangle problems and support those with grief issues by sharing that accumulated knowledge with seminar attendees.

Dr. Harms practiced dentistry as an enlisted officer in the U.S. Public Health Service, as a dental associate, and for most of her career as co-owner of a private practice in Farmington, MN. She developed a pilot project for the State of Minnesota to deliver care to developmentally disabled patients living in group homes which is still going strong 28 years later. Dr. Harms was honored to serve as a Clinical Assistant Professor in the areas of operative and hospital dentistry at Loyola University Medical Center and School of Dentistry.

Dr. Harms was the first woman president of the Minnesota Dental Association and served on the American Dental Association's Council on Governmental Affairs representing the 10th District. She was also Chair of the American Dental Association's Council on Communications. Dr. Harms has lectured internationally and has worked with dental schools in Mongolia and Rwanda and women's groups in Georgia and Armenia.

As National Spokesperson and Consumer Advisor for the American Dental Association, Dr Harms has appeared on their behalf on the Today Show, CNN, Fox News, National Public Radio and network affiliates such as CBS, NBC, and ABC. In addition, she has been quoted in The New York Times, Wall Street Journal, Washington Post, USA Today, Chicago Tribune, Consumer's Digest, Buzz Feed, Shape Magazine, Good Housekeeping, Cosmopolitan and numerous other print and internet publications. Her article *Keeping out of Harms' Way: Pearls, Pitfalls and Lurking Perils of a Life in Dentistry* received the International College of Dentists Leadership in Journalism Award for 2016.



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30 Years of Dental, Grief, Conflict and Transition Management Experience

Dr. Harms is a former grief counselor and currently is a "Qualified Neutral" (Civil Mediator) in the state of Minnesota where she manages patient complaint intake for the MDA's Peer Review program.

PRESENTATIONS (Partial Listing)

Smilecon 2021: American Dental Association Annual Meeting	Nebraska Dental Association
Academy of General Dentistry National Meeting	Niagara Dental Association (Canada)
American Dental Association President's Forum	University of California Los Angeles
World Dental Federation International Women's Leadership Conference	University of Kentucky
ASDA National Leadership Conference	University of Rwanda Dental School
ASDA National Summit	University of Maryland Dental School (Dressel Lecture)
Chicago Midwinter Meeting	University of Minnesota Dental School (Seminars and Commencement Address)
Star of the North	Orange County Dental Hygiene Association
Hawaii Dental Seminars	AADOM Minnesota and New Jersey
Minnesota Dental Association	Dentaltown
South Dakota Dental Association	American Educational Institute
Michigan Dental Association	

PROFESSIONAL HONORS / LEADERSHIP EXPERIENCE

Minnesota Dental Association; Past President
 American Dental Association's Council on Communications; Past Chair
 American Dental Association's Council on Government Affairs; 10th District Representative (2006 – 2009)
 American College of Dentists, Upper Midwest District; Fellow and Past President
 International College of Dentists; Fellow
 American Dental Association Access to Care Award
 American Student Dental Association Advocate of Excellence Award
 Books for Africa Kilimanjaro Society Award
 International College of Dentists Leadership in Journalism Award
 First Friend: University of Rwanda
 Minnesota Dental Association's Distinguished Service Award
 Mshale Newspaper's African Founders Award



COMMUNITY AND INTERNATIONAL SERVICE

Delegation for Friendship Among Women; President
 Farmington School Board; Past Chair (Elected Board Member 1986-2000)
 Union Gospel Mission Board; Past Vice-Chair
 Women of Tomorrow (Country of Georgia)
 Books for Africa; Ambassador and Container Captain
 Eric Harms Memorial Libraries (160,000 books to 34 libraries in Rwanda so far)



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