

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