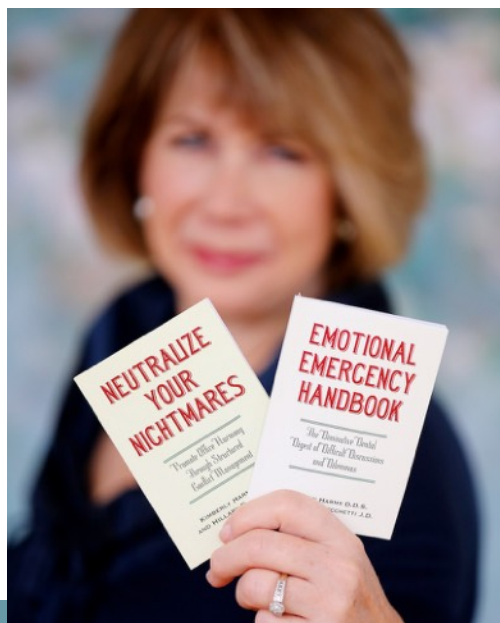


Detangling Dentistry's Most Difficult Discussions and Dilemmas: **Tales from the Complaint Desk**

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