

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