

Title

The Essentials of Human Behaviour in Dentistry

Date and venue:

Friday 17 Mar 2017  
Sandy Park Conference Centre, Exeter  
North and East Devon

Course Organiser:  
Samantha Braddock

Course Lecturers:  
Anthony Asquith

Programme

09.15 Registration

09.30 Introduction

09.40 Knowing me, knowing you and your team introducing DISC

10.15 Coffee

10.45 Completing the profiles, increasing understanding of your working styles and adjusting for communication and harmony

13.00 Lunch

14.00 Team working, patient management, perceptions in practice and communication and leadership of your team

15.00 Tea

15.15 Rounding up exercises and final discussions

16.15 Close

**Aim:** D.I.S.C Personality profiling is a fantastic way of understanding the way you and others work. You'll appreciate why other people's behaviours, comments and attitudes leave you dumbfounded and how you can begin to adjust and adapt to communicate for a change

**Objectives:**

1. People skills will be enhanced to generate increased profitability, productivity and added value to your business.
2. Doing this course will result in a reduced risk of complaints so you can practice with confidence in your work
3. Sharpen your skills to influence others productively and avoid unnecessary time being wasted

**Learning outcomes:**

1. Move away from the political back biting and go toward the practice visions
2. Work more effectively together and reduce stress
3. Discover more ways to communicate with others for a change.