

**Delivering Better Oral Health using Effective Communication
Techniques
(SW16-06-21-1)**

Tuesday 21st June 2016

Future Inn
Bristol

Course Organiser:

Diane Bell
DCP Tutor

Course Lecturers:

Jane Bonehill
Training Director
Den Med Training Ltd

Programme

0900- 09.30	Registration with Refreshments
09.30 -11.00	Session 1: Healthy conversations with positive intentions
11.00 -11.15	Refreshments
11.15-12.45	Session 2: Key messages and motivation
12.45-13.30	Lunch – Finger buffet in the hotel
13.30-14.45	Session 3: Exploring aspects of ‘Good Communication’ and communication styles
14.45-15.00	Coffee
15.00-16.30	Session 4: Interpersonal and written communication

Aims

An opportunity for the dental team to explore a range of techniques aimed at preventing oral health disease in line with Public Health England’s strategic mission for primary dental care as outlined in Delivering Better Oral Health June 2014 3rd edition.

Learning simple and effective ways to develop communication skills

Objectives

By the end of the day delegates will be able to

Practice having healthy conversations with a positive intention

Dental Postgraduate Department

Health Education South West

Identify how to motivate patients to self manage

Explore the value of an independent dental team

Describe the key messages for delivering better oral health

Explored aspects of 'good communication'

Identified with their own preferred communication style and appreciate the styles of others

Recognised the impact of interpersonal communication

Selected appropriate words/phases to use in written communication