



Health Education England North West presents: **21st Century Essential Skills for the Dental Team**

We are now a fifth of the way through the 21st. century and most big businesses have come to realise that the skills the workforce need are anchored in what has been termed 'soft' skills.

Dentistry is a highly technical profession, but it is also highly inter personal. Patients can rarely judge us on our technical, clinical skills – they trust and assume that we are competent and trained to perform dentistry. What they do judge us on are our 'soft' skills and patients are becoming more demanding that we are not only competent, but excel in those skills.

Health Education England North West are offering this series of eCPD webinars to help you to find your 'edge' and develop those soft skills.

Topics include:

- Leadership Styles
- Coaching and Mentoring
- Giving Feedback
- Emotional Intelligence
- Communication
- Professionalism
- Reflection
- Problem Solving

These webinars can be attended as an entire programme or as individual sessions as preferred.

Speaker: Dr Janine Brooks MBE

Janine is a coach, mentor and educator with her own consultancy- Dentalia. Janine was awarded an MBE for services to dentistry in 2007. Her latest book on 'Practical aspects of mentoring in dentistry' was published in April 2021. She has lectured widely over many years and is a strong believer that honing your 'soft' skills is the way to keep your edge.



For more information and course dates, please visit
www.maxcourse.co.uk/henw