

From Drama to Diplomacy: Mastering conflict resolution and patient satisfaction

Thursday 21 November 2024

2 hours enhanced CPD

Development outcome **A** **B** **C** **D**

Join us for an evening with Jane Lelean

Venue

Holiday Inn Oxford, Peartree Roundabout, Woodstock Road Oxford OX2 8JD

Timings

18:30 Registration and networking
18:45 Lecture - **Jane Lelean**
21:00 End

Price

BDA members - £10
Dental nurses / Practice managers - £5
Hygienists / Therapists - £15
Students / Graduate FDs/VTs - £15
Non-members - £20

How to book

Online at bda.org

- type '**Oxford**' into the search bar

Email / queries

branchsectionevents@bda.org

Call Events team - **020 7563 4590**
(Monday to Thursday 09:00 to 17:00)

Connect with us

Follow the **South Mercia Branch Facebook group**

facebook.com/groups/bdasouthmercia



Aims

- Equip dentists with effective strategies for addressing and resolving conflicts within their practice
- Provide practical techniques to prevent common patient complaints, fostering a more positive patient experience and improving practice reputation
- Promote a culture of open communication and mutual respect within the dental practice, leading to a more cohesive and collaborative team environment.

Learning objectives

- To leave with a set of conflict resolution techniques that can be applied to diffuse tension and resolve disputes
- To gain insights into common sources of patient dissatisfaction and learn measures to reduce complaints, leading to enhanced patient satisfaction
- To understand how to foster a positive work environment, resulting in a harmonious team dynamic and an efficient, enjoyable workplace.