

# Cheeseburger with a Side of Floss?

## Effective Communication in the Dental Office

“The problem with communication is the illusion that it actually occurred.”

We speak to our patients throughout their hygiene visit but are they really hearing what we are saying? Communication is the key element in an effective dental hygiene visit as we are performing a procedure along with giving the patient important health information and recommendations. We know that many patients have had a certain amount of anxiety in the dental chair which can

affect their ability to process verbal information and this presentation can help the participant understand and avoid the pitfalls that inhibit effective communication and compliance.

Many occupations rely on verbal communication skills to increase production, keep their customers and promote new business and the dental industry is no different. By implementing some simple steps that waiters and waitresses use every day, we understand that communication does not need to be complicated. Using simple human techniques to engage and enhance the clinician to patient relationship can be invaluable and create a lasting relationship that is professionally and personally rewarding.



**Theresa McCarter, BSDH, RDH**

hygienewize.com • (831) 840-3625 • hygienewize@gmail.com



### Learning Objectives:

- Identify the 12 steps to effective communication in the dental chair
- Master the art of becoming a “tip worthy” hygienist
- Learn how to “set the table” of communication
- Understand how body language can decrease or increase compliance
- Discover how tone, volume and speed of your voice can affect your message
- Recognize how to use humor and self-deprecation to connect with your patients
- Gain perspective on how to effectively earn the trust and confidence in your patients
- Understand how to convey complex information into simple terms
- Recognize specific body language that can increase effective communication

**Suggested Formats:** Partial Day; Lecture, Workshop

**Suggested Audience:** Dental Professionals