

SEATTLE STUDY CLUB®

*The Art
of the
Smile*

DENTAL ASSISTANTS CURRICULUM



COASTAL CAROLINA
DENTAL FORUM

Dental Assistants

Kevin Henry

Dental Assistants: Developing the Leader Within

Lecture up to 1.5 hours / Practice Management and Human Relations, AGD Subject Code 550

Dental assistants have the opportunity every day to provide leadership, whether that's through their relationship with the patients, by overseeing infection control protocols, ensuring the practice's ordering and storage process is efficient, or many other possibilities. So what keeps dental assistants from becoming the leaders they can and should be? In this fast-moving course we will look at empowering the assistant, necessary communication skills, the stigma of being *just an assistant*, learning how to adapt to other team members, the doctor and patients, and more.

Upon completion of this session, attendees should be able to:

- Explore how to have a more productive and fulfilling career as a dental assistant.
- Recognize existing opportunities for leadership and ways to expand those opportunities.



With more than 20 years in the dental publishing industry, Kevin Henry is the former group editorial director for *Dental Products Report*, managing editor for *Dental Economics*, and editor-in-chief for DrBicuspid.com. He now serves as the co-founder for IgniteDA, a community designed to empower, enlighten and educate dental assistants, and as director of marketing for Fortune Management. He has spoken to dental assistants throughout the world, reminding them of the important role they play every day in their practice. He is also certified as a DiSC trainer, helping dental practices learn how to understand each other better through personality assessments and training.

Kevin Henry does not have any current or past affiliations to disclose.

Dental Assistants

Ronda Holman, DA

5-Star Dental Visits

Lecture up to 1.5 hours / Practice Management and Human Relations, AGD Subject Code 550

This course is designed for dental assistants and team members to elevate their chairside customer service skills. The conversation will focus on taking advantage of available amenities to create a visit the patient can't wait to tell others about. Patients don't come back following poor experiences—in this course, we will discover why and how to avoid being dumped. The dental office isn't everyone's favorite place, but you can get the wow with the right tools and knowledge.

Upon completion of this session, attendees should be able to:

- Understand the power of a Google review.
- Prevent the most common complaints that lead to negative reviews.
- Interact with a disgruntled patient and manage patient needs.
- Implement new amenities to make patients feel cared for.
- Ask for a five-star Google review.



Ms Ronda Holman joined the U.S. Air Force in 1999, where she found her passion for dental assisting. Once she received her military training, she honorably served four years assisting in oral surgery and general dentistry, ultimately ending her service as a prophylaxis tech (military's version of a dental hygienist). Upon separating from the Air Force, she and her husband spent the next 13 years traveling all over the country while he served in the Air Force until retirement. Each relocation became an opportunity to work for new dental offices. With each new working environment, she picked up pearls that have helped her become the leading expert in educating dental assistants to grow and evolve. Her passions include immediate denture/partial fabrication, Cerec scanning technology and restoration design, Airway

Warrior helping children and adults alike discover and recover from mouth breathing, patient education, and striving for optimal chairside care.

Ronda Holman is employed by IgnitedDDS.

The Fine Print

Registration

These are virtual and live lecture, demo, and peer discussion programs suitable for all dentists, dental students, and business professionals regardless of prior experience who are members of this study club.

Register by contacting Kayla Anderson.
Email: ambassador@carolinadsc.com
Phone: 910.545.0106

Please call with any cancellations at least 72 hours before the meeting.

Disclaimer

Some information or presentations may include controversial materials or commercial references. Seattle Study Club cautions all course participants that there is potential risk to using limited knowledge when incorporating new techniques and procedures into their practices, especially when the continuing education program has not provided them with supervised clinical experience in the techniques or procedures to ensure that they have attained competence.

Substitutions

This brochure represents the speakers/programs established at the time of publication; however, speaker cancellations occasionally occur for reasons beyond our control. In the event of such an occurrence, speaker/program substitutions may be made without prior notice.

Electronic/Virtual Education

Participant feedback and interchange with instructors will be facilitated through e-mail and live Q&A for all sessions hosted by Seattle Study Club. For recorded sessions, directors will facilitate group discussion with club members.

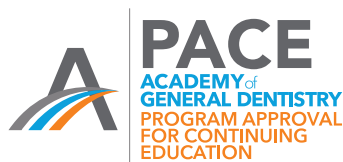
Code of Conduct

We are committed to ensuring a safe and respectful meeting environment that is free of harassment, bullying, or offensive comments and/or behavior toward others. We expect all participants whether attending live or virtual sessions to abide by this Code of Conduct policy on all online platforms, or in venues at a meeting, including ancillary events and official and unofficial social gatherings.

- Exercise consideration and respect in your speech and actions.
- Refrain from demeaning, discriminatory, or harassing behavior and speech.

Up to 3 Credits Available

Of which 0 hours will be submitted by Seattle Study Club Inc. This activity has been planned and implemented in accordance with the standards of the Academy of General Dentistry Program Approval for Continuing Education (AGD PACE) through the joint program provider approval of Seattle Study Club Inc (Nationally Approved) and Coastal Carolina Dental Forum. Seattle Study Club Inc is approved for awarding FAGD/MAGD credit. The current term of Seattle Study Club Inc approval extends from 10/1/2021 to 9/30/2027. Provider ID# 300136



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