

**The American Dental Assistants Association (ADAA) and the
Professional Dental Assistants Education Foundation (PDAEF)**

Present

**“Where Do I Sit? How Should I Stand” Communication and Customer Service Skills for the
Clinical Team (AGD #550)**

Thursday, December 7, 2017

7:00 PM EST

This live webinar is APPROVED FOR ONE (1) CE CREDIT and is designed for dental assistants to familiarize themselves with practice management principles of customer/patient satisfaction. The role of the dental assistant and how she/he can enhance the patient’s overall clinical and office experience will be discussed.

After participating in this program, the dental assistant should be able to:

1. Describe the importance of the use of words, body language, and tone of voice when communicating with patients.
2. Describe what it means to provide quality service to patients.
3. Outline effective communication strategies for enhancing the patient’s experience and their overall perception of the practice.
4. Identify areas for improvement in your own practice situation when communicating with patients.

Guest Speaker: Debra Engelhardt Nash
Practice Management Consultant

Disclosure Information: Ms. Engelhardt Nash has no financial relationships with any commercial entities to disclose.

Cost: FREE FOR ADAA MEMBERS
\$25 FOR NON-MEMBERS

Refund and Cancellation Policy: The American Dental Assistants Association (ADAA) reserves the right to cancel any course should circumstances warrant such action. In the event the course is cancelled, the ADAA will refund the full tuition. If you cancel your registration for this program, the ADAA will refund the tuition minus a \$5 administrative cancellation fee. We must receive your cancellation request in writing, via FAX (630) 351-8490, or via e-mail to speto@adaausa.org by December 4, 2017. **NO REFUNDS AFTER DECEMBER 4, 2017**



This activity has been planned and implemented in accordance with the standards of the Academy of General Dentistry Program Approval for Continuing Education (PACE) through the joint program provider approval of the American Dental Assistants Association and the Professional Dental Assistants Education Foundation. The American Dental Assistants Association is approved for awarding FAGD/MAGD credit.

Approval does not imply acceptance by a state or provincial board of dentistry or AGD endorsement. The current term of approval extends from 6/1/2015 to 5/31/2018. Provider ID# 217389.

The Professional Dental Assistants Education Foundation has provided funding for this live activity.