

Just Because They Need It, Doesn't Mean They'll Want It: How to Use Motivational Interviewing That Really Works!



PHILIPS
ZOOM!



INSTRUCTOR QUALIFICATIONS:

Susan Isaac, RDH, B.Sc.d B.Ed. M.Ed.

Susan has many years of clinical experience including a prosthodontic and anesthesiology practice, developing perio hygiene programs for various general practices and clinical instruction in three community colleges. She also worked in Ontario as a restorative hygienist.

Susan currently works as a continuing education speaker and teaches for the Dental Hygiene Program at Vancouver Island University.

Susan has also held faculty positions at George Brown, St. Clair Colleges in Ontario and is one of the founders of the dental hygiene program at Camosun College in Victoria.

Her diploma in dental hygiene and undergraduate degree in dentistry were obtained from University of Toronto; she completed her graduate degrees in education at the University of Windsor.

Susan holds membership with CDHA, BCDHA and CDHA Educators Advisory Committee.

DATE: Sept. 12, 2012
LOCATION: Schwartz Theatre, Faculty of Dentistry (located in the basement)

TIME: 7-9 pm
TEACHING METHOD: Lecture
CONTACT PERSON:

info@mdha.ca or call
204.981.7327

COST: \$40 for MDHA members
\$75 for non MDHA members

Students FREE

REGISTRATION: Email or call us to sign-up. Payments will be collected at time of registration; registration is from 6-6:45pm. Please bring cash or cheque and your CDHA membership number.

Pizza & Pop will be provided

Course Description:

Dealing with client barriers is a common struggle for dental professionals. "I can't afford it," "Do I really need that?" "I don't like to floss!" and "Does my insurance cover it?" are just a few examples of common push-backs we hear from clients. Client compliance dramatically impacts the prevention of dental diseases, as well as the long term success of therapeutic, restorative and cosmetic procedures.

Attend this exciting and innovative course to gain a greater awareness and understanding of how to use Motivational Interviewing skills developed by Rollnick and Miller (1991). Motivational Interviewing compliments the Stages of Change* model by Prochanska, Norcross and DiClemente.

The concepts taught will be very interactive with discussion about how best to adapt these principles into clinical practice. Be prepared to enjoy the conversational exercises. Lots of laughter and learning will ensue!

Objectives:

1. Ask a series of open ended questions that effectively reveal the unmet needs of the client
2. State assessment and treatment plan options using "I messages..." rather than "You should..."
3. Ask permission to go to the next stage of treatment and share information
4. Avoid giving premature advice that can increase resistance
5. Roll with resistance
6. Use paraphrasing and reflective listening
7. Continue a dialogue with the client that creates trust/rapport and helps determine a client's readiness to change behavior

The manufacturer of the Sonicare power toothbrush will be mentioned with other company products in a balanced and objective evidenced-based presentation.

Philips Sonicare reserves the right to cancel the program if pre-determined registration numbers cannot be met. The course is complimentary.

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Program Provider
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