

Professional Liability Program Course Description
(Category 1 Core Course)

Course Title: Communication Breakdown

Course Description: In this interactive presentation, PLP staff will discuss and use case studies to address an integral component in delivering quality dental care: effective communication. From basic and advanced communication techniques, to guidance on avoiding communication pitfalls, the course highlights the value of communication which ultimately strengthens patient relationships.

Learning Objectives: At the end of the course, participants will be able to:

- understand the importance of effective communication within the context of dental care;
- describe basic and advanced communication techniques; and
- identify and prevent situations that may lead to miscommunication.

Course Presenters

This course will be presented by PLP staff in person or virtually.