



## Effective Communication in the Dental Workplace: The Science & Subtle Art

**3**  
CPD

**Saturday 16 July**



Registration from 8.45 AM  
Course 9 AM to 12 PM



**ADA House**  
54-56 Havelock St West Perth



Morning tea



**253** INC GST  
MEMBERS



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### COURSE OUTLINE

In the modern workplace, effective communication between staff members is at the heart of a high-functioning, successful organisation. General and specialist dental practices are complex environments that require individuals and their different job roles to complement seamlessly. For managers, clinical leaders, new dental graduates, associates and employees, it is important to look beyond the basic step-by-step guides on "having difficult conversations in the workplace". We will look at evidence-based principles in management and how they apply to a healthcare setting to achieve effective communication, not only when difficult issues arise, but to set positive foundations day-to-day to improve workplace culture and job satisfaction.

#### Learning outcomes

- Understand relevant basic concepts in management theory
- Understand leadership and negotiation behaviours
- Apply the knowledge in an interactive session

### ABOUT THE PRESENTER

**Dr Kang Kim** was a dental practice owner for 11 years, experiencing the successes and pitfalls of practice ownership. He was a member of ADAWA Executive and Council for 10 years, where he took an interest in understanding the evolving situation of dental practice employment and ownership. In 2021, he completed his Master of Health Leadership and Management from UNSW. He has spoken at a number of forums including the ADA Dental Congress and AICD Next Gen Directors event. Dr Kim is currently working as a healthcare consultant at EY.

**Understand concepts in management theory and leadership and negotiation behaviours in this interactive session.**

To book, visit [adawa.com.au/cpd](https://adawa.com.au/cpd)