

## COMMUNICATION BREAKDOWN

3 CORE 1 CREDITS 5:00PM - 6:00PM REGISTRATION & DINNER | 6:00PM - 9:00PM LECTURE

The Professional Liability Program provides malpractice protection and risk management advice to Ontario dentists. This interactive session on communication will be presented by two PLP professional staff members. It will include an introduction to PLP and its services, followed by a discussion of the the value of effective communication within the healthcare setting. The presenters will describe basic and advanced communication techniques and offer guidance on how to avoid communication pitfalls.

### LEARNING OBJECTIVES

At the end of the session, participants will be able to:

- Describe the services offered by PLP.
- Understand the importance of effective communication within the healthcare setting.
- Describe basic and advanced communication techniques.
- Identify and prevent situations that may lead to miscommunication.

**DR. JUDI HEGGIE**

**MR. JULIAN PEREZ**

**LOCATION & DATES**

**THURSDAY, OCTOBER 26, 2017**

**MISSISSAUGA**

Lakeshore Convention Centre  
806 Southdown Rd.  
Mississauga, ON

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Visit [ontarioagd.org](http://ontarioagd.org) to register or email [ontarioagd@gmail.com](mailto:ontarioagd@gmail.com) for more info.

3 lecture hours each. AGD Subject Code 130.

These courses are eligible for 3 core credits each.

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This core course is free for current AGD members, but registration is required to gain acceptance into the course. There will be no onsite registration and you will be turned away from the venue. There is limited attendance to the course. Your credit card will be taken and any cancellation within three weeks of the course will have a \$50 charge. AGD reserves the right to cancel or alter the course. The exact location of the course will be emailed within one month of the course. This is the only form of communication for the location of the course.