



British Columbia Dental Hygienists' Association and Johnson & Johnson are proud to present...
Creative Communication: The Art and Science of How to Make a Difference

Saturday, April 28, 2018

Listen, be heard, and feel less stress

"We cannot solve our problems with the same thinking we used when we created them." Albert Einstein.

Let's find another way!

Discover new, fun and creative ways to connect with co-workers and clients. Manage office time constraints, job challenges, even difficult conversations with more ease and confidence. It's time to begin and end your work day with a smile.

Course Presenter: Susan Isaac, RDH, B. Sc.D., B.Ed., M.Ed.



Susan is a clinical hygienist on Vancouver Island with decades of dental hygiene teaching experience and 10+ years as a professional educator for Phillips Oral Healthcare. She brings a lifetime of experience using numerous communication models. Her most useful right now is Mindfulness Communication.

Susan is passionate about helping people discover the power of positive collaboration so they can live a braver, richer life.

Workshop Outline

What do Albert Einstein's Theory of Creativity, Mindfulness Communication, a 12 year old deer, and Zulu greetings have in common? They all lead to five powerful, practical ways to help you create deeper, more satisfying relationships with clients and co-workers. Find out how changing mindset is possible and really matters. You will remember the techniques presented because of the fun and insightful exercises. Come laugh and learn. You may never be the same again! Oh yes, Albert says hello!

Workshop Objectives:

1. Implement the principles of Einstein's theories, Mindfulness Communication, Motivational Interviewing (MI), Transtheoretical Model of Change (TTM), Positive Psychology, Non-Violent Communication and Vulnerability research with emphasis on enhancing client and staff interactions
2. State three "lessons learned" valuable to you and one new strategy you can adopt into your professional setting next week
3. Identify ten or more useful resources for follow-up

More about Susan:

As Susan was handed her diploma in dental hygiene she had a startling revelation; "I don't think this is for me!" She practiced hygiene with a focus on education, never really feeling 'the love' for clinical hygiene. Transformation occurred as Susan learned who she is at her core. To her delight clinical hygiene now feeds her soul and helps the creative fire in her belly grow brighter than she ever imagined.

Susan has held faculty positions in Dental Hygiene Programs at George Brown, St. Clair College, Vancouver Island University and is one of the founders of the dental hygiene program at Camosun College. Her diploma and undergraduate degree were obtained from University of Toronto, she completed her graduate degrees at the University of Windsor. Susan proudly holds membership with CDHA and BCDHA.

Location:

Burnaby Village Museum

Discovery Room

6501 Deer Lake Avenue

Burnaby, BC

Directions:

<http://www.burnabyvillagemuseum.ca/EN/main/visit/directions.html>

Time: 9:00am – 3:00pm

Cost: \$75.00

Includes breakfast, lunch
and nutritional snacks

**To register, please go to
www.bcdha.com and click on**

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British Columbia Dental Hygienists' Association

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