

Course Aims, Objectives and Anticipated Outcomes

The GDC and the Four Development Outcomes

The GDC has set four development outcomes that your CPD must be mapped against for each activity. These outcomes are listed below and at the end of each course module

- A. Effective communication with patients, the dental team, and others across dentistry, including when obtaining consent, dealing with complaints, and raising concerns when patients are at risk
- B. Effective management of self, and effective management of others or effective work with others in the dental team, in the interests of patients at all times; providing constructive leadership where appropriate
- C. Maintenance and development of knowledge and skill within your field of practice
- D. Maintenance of skills, behaviours and attitudes which maintain patient confidence in you and the dental profession and put patients' interests first

Learning styles

We are aware that individuals have different preferences to the way they learn. Using the 'Learning Styles' developed by Peter Honey and Alan Mumford based upon the work of Kolb, our courses include something to match four distinct learning styles or preferences. Included in your training day will be a combination of practical activities; models and concepts to understand the theory behind actions; ways you can practically apply what you've learnt to benefit you personally and the business; time to observe and reflect on the information given.

Events

[CPD Essentials](#)

[Practice Advisors Conference](#)

[Clinical Training - Contemporary Endodontics: A hands-on course for the general dental practitioner](#)

[Clinical Training - Introduction to Facial Aesthetics in Dental Practice](#)

[Clinical Training - Ceramic or direct composite for crowns, veneers or onlays?](#)

[Clinical Training - Mini Smile Makeover](#)

[CPD Isle of Man](#)

[Cycle Conference](#)

[Ski Conference 2019](#)

[Golf Conference](#)

[Key Client Forum](#)

[Practice Manager Forum](#)

CPD Essentials 2018

Dr Andy Thomas - Early Detection of Oral Cancer – A Cure for Cancer?

Learning content

Lecture providing a comprehensive overview of oral cancer.

Aims and objectives

By the end of this lecture delegates will be able to demonstrate understanding of oral cancer with regard to:

- Risk and aetiological factors
- Prevalence of oral cancer with reference to common types of cancer in the UK
- Treatment options for oral cancer
- Projections for the future of oral cancer, including the likelihood of a cure.

Development outcomes

By the end of this lecture delegates will be able to enhance patient care by communicating refined understanding of all aspects of oral cancer and in particular the vital importance of early detection. This lecture contains educational aspects that satisfy all four of the GDC's development outcomes (A, B, C and D) for verifiable CPD.

Dr Catherine Rutland - Great Expectations

Learning content

Lecture providing an update on managing patient expectations, dealing with complaints and record keeping.

Aims and objectives

To raise an understanding of patients expectations in regards to their care and to consider how to deal with those expectations. To understand the reasons why patients raise concerns and complaints. To see how concerns can be addressed at the early stages to avoid escalation to more formal channels. If complaint has a clinical base make sure that records, especially in regards to consent, are adequate.

Development outcomes

This lecture contains educational aspects that satisfy all four of the GDC's development outcomes (A, B, C and D) for verifiable CPD and will help delegates enhance patient care by achieving understanding of how to encourage and deal with patient complaints.

Katie Baker and Tracy Colmer - CPR and Medical Emergencies

Learning content

Short introductory lecture, followed by practical exercises providing training in the diagnosis and management of medical emergencies in general dental practice.

Aims and objectives

To provide an overview of potential medical emergencies dental staff need to be prepared for in dental practice, including CPR and defibrillation. By the end of this session delegates will be able to demonstrate recognition and immediate first line treatment of the following:

- Myocardial infarction
- Anaphylaxis & asthma
- Choking
- Hypoglycaemia
- Seizures, stroke, syncope.

Practical skill stations include:

- Adult, child & infant CPR & defibrillation and using the recovery position
- Basic airway management and using oxygen
- Abdominal thrusts (used to be Heimlich manoeuvre) on choking manikin
- Using blood glucose testing kit
- Intra muscular injections & using auto injectors for anaphylaxis
- Demonstration of recommended resuscitation equipment for dental practice.

Development outcomes

This short lecture, followed by practical stations, contains educational aspects that satisfy all four of the GDC's development outcomes (A, B, C and D) for verifiable CPD and will help delegates enhance patient care by preparing dental teams for the rapid diagnosis and efficient management of medical emergencies in general dental practice.

Clare Clark - Infection Control Policy and Effective Design of Decontamination

Learning content

Lecture providing an update on infection control policies including decontamination room design.

Aims and objectives

To provide guidance on writing an infection control policy and considerations when planning the layout of a decontamination room. By the end of this lecture delegates will be able to demonstrate an understanding of infection control challenges for the following:

- Points to include when writing an infection control policy
- Roles and responsibilities of the dental team with regards to infection control
- Dirty to clean work flow of a decontamination room.

Development outcomes

This lecture contains educational aspects that satisfy all four of the GDC's development outcomes (A, B, C and D) for verifiable CPD and will help delegates enhance patient care by understanding how to reduce infection control risks.

Dr Louis Mackenzie - X-Ray Specs!

Lecture

Quality control in radiography and radiation protection.

Learning content

Interactive lecture providing an overview of radiographic quality assurance protocols recommended for the production of consistently excellent diagnostic X-ray images.

Aims and objectives

By the end of this interactive lecture delegates will be able to demonstrate understanding of quality controls in dental radiography in the following subject areas:

- Definition and importance of quality assurance
- Diagnosis and management of radiographic errors
- Quality assurance training and radiographic audit.

Development outcomes

This lecture contains educational topics that satisfy all four of the GDC's development outcomes (A, B, C and D) for verifiable CPD and will help delegates enhance patient care by optimizing quality assurance procedures in dental radiography.

Practice Advisors Conference

Aims

To ensure practice Advisors are updated in key areas central to their role, including regulatory changes and assessment enhancements, through interactive workshops and including experiential learning in interpersonal skills.

Objectives

- To update delegates on key developments within Simplyhealth Professionals
- To explore the most significant aspects of practice assessments, focusing on radiology, infection control, documentation, team development and risk management
- To gain further insights into key skills in handling challenging conversations.
- To understand key amendments to assessment questions
- To update knowledge in developments relating to data protection regulations.

Developmental outcomes

By the end of the conference, delegates will:

- Have a clear understanding of the most significant developments in regulation and legislation pertinent to the role.
- Have developed skills in handling difficult conversations
- Have updated knowledge on data protection.

GDC development outcomes A, B, C and D.

Clinical Training - Contemporary Endodontics: A hands-on course for the general dental practitioner

Aims

This lecture aims to provide an update and practical hands-on training using the latest materials, equipment and evidence-based clinical techniques for the management of endodontic disease.

Objectives

By the end of this program delegates will be able to demonstrate understanding and practical skill in the following subject areas:

- Detection and diagnosis of endodontic disease
- Case selection for endodontic procedures
- Predictable isolation techniques
- Access
- Root canal instrumentation
- Root canal disinfection techniques
- Update on rotary file technology
- Obturation update
- Monitoring and maintenance of endodontically treated teeth

Developmental outcomes

By the end of this lecture delegates will be able to enhance patient care by optimising all clinical stages in the detection, diagnosis and management of endodontic lesions. This CPD course meets the criteria for category C of the GDC's development outcomes.

Clinical Training - Introduction to Facial Aesthetics in Dental Practice

Aims

This course aims to provide a base of knowledge in the pharmacology associated with toxins/ derma fillers along with guidance in patient assessment, diagnosis, treatment planning and documenting facial aesthetic procedures.

Objectives

By the end of this course delegates will be able to demonstrate understanding of:

- Pharmacology of toxins and derma fillers
- Indications, consent and medico-legal issues relating to Facial Aesthetics
- Complications and correctional options

Developmental outcomes

By the end of this course delegates will hopefully be able to decide whether to pursue further training in this field with an accredited training program. This CPD course meets the criteria for categories A, C and D of the GDC's development outcomes.



Clinical Training - Ceramic or direct composite for crowns, veneers or onlays?

Aims and Objectives

By the end of this course delegates will be able to demonstrate understanding and practical skill in the following subject areas:

- **Indirect**
- Minimally invasive tooth preparation techniques for inlays, onlays, veneers and crowns
- Material selection
- Impressions (including digital)
- Temporization
- Cementation
- **Direct**
- Bioclear method (background and method)
- David Clark matrix selection and adaptation
- Heating and injection molding of composite materials
- Biofilm removal
- Clark 2-step polishing technique
- Clark class III cavity design with radius/infinity margin
- Injection molding for class III restorations
- Treatment of black triangles
- Diastema closure and reshaping of leg lateral incisors

Developmental outcomes

By the end of this course delegates will be able to enhance patient care by selecting appropriate materials and equipment for the restoration of function and aesthetics using the latest evidence-based clinical techniques. This CPD course meets the criteria for category C of the GDC's development outcomes.

Clinical Training - Mini Smile Makeover

Aims

This lecture will provide an overview of the latest equipment, materials and clinical techniques for the minimally invasive aesthetic restoration of anterior teeth

Objectives

By the end of this lecture delegates will be able to demonstrate understanding of minimally invasive aesthetic techniques in the following subject areas:

- Smile design
- Photography settings and protocols
- Rapid isolation
- Predictable shade matching
- Occlusal control
- Lingual and incisal edge form
- Anatomical contact point creation
- Basic and advanced layering
- When, where and how to use opaquers and tints
- High gloss finishing and polishing
- Bonding after orthodontics and bleaching
- Marketing, fee setting and appointment times

Developmental outcomes

By the end of this course delegates will be able to enhance patient care by using minimally invasive techniques to restore aesthetics and function. This CPD course meets the criteria for category C of the GDC's development outcomes.

CPD Isle of Man

Legal and Ethical Issues and GDC Standards

Aims –

To ensure your team can identify and deal with professional, business and clinical risks. Then recognise the importance of their role in maintaining a strong legal and ethical approach

Objectives

- Discussing the importance of Legal and Ethical issues in practice
- Identifying potential professional, business and clinical risks in practice Reviewing the GDC standards and how the team can demonstrate and apply them in practice

Anticipated outcomes

- By the end of the module, participants will:
- Be reminded of their GDC Standards for the Dental Team
- A greater appreciation of their responsibilities as GDC registered professionals
- An improved understanding of the type of risks that happen within practice

GDC development outcomes – A, B, C, D

Confidentiality and Data Protection

Aims

To ensure all the team fully understand the rules of confidentiality and data protection laws and how to approach these on a day to day basis

Objectives

- Looking at what is included in the Data Protection Acts
- Understanding what to do if there's a breach in confidentiality
- Identifying some examples of when you can breach confidentiality without a patient's consent
- Looking at some common breaches that may happen in practice

Anticipated outcomes

By the end of the module, participants will:

- Have greater confidence in complying with the rules of confidentiality and the General Data Protection Regulation

GDC development outcomes – A, B, C, D

Safeguarding Children and Adults Level 1

Aims

Learn to recognise the signs of abuse and neglect within these groups and review your practice policies and procedures to ensure you have a consistent approach

Objectives

- Recognising potential indicators of child and adult maltreatment – physical abuse including fabricated and induced illness, emotional abuse, sexual abuse, neglect, child trafficking, slavery and Female Genital Mutilation (FGM)
- Understanding the potential impact of a parent/carers physical and mental health on the wellbeing and development of a child or young person
- Taking appropriate action if you have concerns, including appropriately reporting concerns safely and seeking advice using your safeguarding protocols

Anticipated outcomes

- By the end of the module, participants will:
- Have greater confidence in recognising the signs of abuse and neglect
- Have greater awareness of how to act appropriately when dealing and reporting a concern

GDC development outcomes – A, B, C, D

Safeguarding Children and Adults Level 2

Aims

For those who have contact with children and adults, to learn how to draw up policies, oversee compliance, make decisions on referrals and collaborate with other agencies

Objectives

- Refreshing your knowledge on Level 1 Safeguarding Children and Adults (objectives as above)
- Understanding the purpose and guidance around conducting serious case reviews
- Recognising how to act as an effective advocate for a child or adult at risk
- Being clear about your role and responsibilities; professional boundaries, including raising concerns about colleagues
- Knowing how to refer to social services if a safeguarding concern is identified
- Ensuring proper documentation and record keeping of safeguarding concerns

Anticipated outcomes

By the end of the module, participants will:

- Have greater knowledge of safeguarding procedures and the role of the safeguarding lead in practice
- Gain more confidence when supporting children and adults at risk when a concern has been identified
- Have an increased awareness of the importance of appropriate record keeping
- Be clear about the appropriate boundaries they must keep as professionals and their practice policy on whistle blowing

GDC development outcomes – A, B, C, D

Cycle Conference 2018

How to avoid punctures on the road to the successful practice of the future. Parts I and II.

Aims and Objectives

To raise an understanding of how we stay in touch with changes in regulation and legislation and introduce the necessary workings into a practice team. To look at how patient expectations have changed and how this can alter how we communicate and act towards them, especially in regard to new technology and techniques. To make sure we protect ourselves when using new techniques.

Development Outcomes

This lecture contains educational aspects that satisfy all four of the GDC's development outcomes (A, B, C and D) for verifiable CPD and will help delegates enhance patient care by making sure practices are keeping up to date, safe and effective.

Ski Conference 2019

The Last Lecture on Amalgam?

Lecture Content

This lecture aims to provide an update on the rise and fall of amalgam, focusing on the contemporary indications and clinical techniques for amalgam restorations.

Aims and Objectives

By the end of this lecture delegates will be able to demonstrate understanding of dental amalgam in the following subject areas:

- A brief history of dental amalgam
- Amalgam safety
- Amalgam regulation in the UK (2019-2030)
- Disadvantages, advantages and case selection
- Clinical stages in amalgam restorations
- Bonded amalgams

Development outcomes

By the end of this lecture delegates will be able to enhance patient care by understanding the clinical advantages and disadvantages of amalgam, and by optimising all clinical stages of restorative procedures using amalgam. This lecture meets the criteria for categories A, C and D of the GDC's development outcomes for enhanced CPD.

Erosion Explosion! A Practical Guide to the MI Management of Erosive Tooth Wear

Lecture Content

This lecture will provide a practical overview of the latest clinical techniques for the minimally invasive management of patients with erosive tooth wear using direct composite.

Aims and objectives

This lecture will use clinical case examples to demonstrate the latest materials, equipment and evidence-based clinical techniques for the minimally invasive management of tooth wear and will include the following subject areas:

- Prevalence of non-carious tooth tissue loss
- Detection and diagnosis of erosive tooth wear
- Treatment planning (including occlusal and aesthetic considerations)
- Step-by-step guide to treating wear case using direct composite

Development outcomes

By the end of this lecture delegates will be able to enhance patient care by optimising all clinical stages in the management of erosive tooth wear using direct composite. This lecture meets the criteria for category C of the GDC's development outcomes for enhanced CPD (maintenance and development of knowledge and skill within your field of practice).

Porcelain Veneers 2019

Lecture content

This lecture aims to provide an update of the latest materials, equipment and clinical techniques for aesthetic diagnosis, planning and treatment of patients using porcelain veneers.

Aims and objectives

This lecture will use clinical case examples to demonstrate all clinical stages of contemporary porcelain veneer procedures, including:

- Case selection
- Aesthetic diagnostic techniques
- Aesthetic treatment planning
- Restoration design and MI tooth preparation techniques
- Provisional veneers
- Cementation techniques

Development outcomes

By the end of this lecture delegates will be able to enhance patient care by optimising all clinical stages of aesthetic procedures using porcelain veneers. This lecture meets the criteria for category C of the GDC's development outcomes for enhanced CPD (maintenance and development of knowledge and skill within your field of practice).

Ion Man! Radiography and Radiation Protection Regulations

Lecture content

This lecture will provide an update on the regulation of radiography and radiation protection in general dental practice. (IRMER subject)

Aims and objectives

By the end of this lecture delegates will be able to demonstrate understanding the mandatory regulatory processes for radiography and radiation protection including:

- GDC rules and CPD recommendations
- A brief history of X-ray legislation
- Useful resources for dental teams
- Overview of the Ionizing radiation regulations (IRR 1999)
- Overview of the Ionizing radiation (medical exposure) regulations (IRMER 2018)

Development outcomes

By the end of this lecture delegates will be able to enhance patient care and safety by optimising all regulatory aspects of radiography and radiation protection. This lecture meets the criteria for categories A, B, C and D of the GDC's development outcomes.

New Technologies for Advanced Restorative Dentistry

Lecture content

This lecture is comprised of two parts and will provide and update on two of the latest technological advances in restorative dentistry:

- Operating microscopy (John Withers)
- Diode lasers (Martin Fallowfield)

Aims and objectives

By the end of this lecture delegates will be able to demonstrate understanding of operating microscopy and diode lasers in the following subject areas:

- Clinical applications for microscopes and lasers
- How the technology works
- Equipment selection
- Clinical case studies demonstrating the advantages of operating microscopy and diode lasers

Development outcomes

By the end of this lecture delegates will be able to make evidence-based decisions regarding the incorporation of microscopy and lasers into their clinical practice. This lecture meets the criteria for category C of the GDC's development outcomes for enhanced CPD (maintenance and development of knowledge and skill within your field of practice).

Golf Conference 2018

Summary

This lecture will provide an overview of the management of pulpal and periradicular disease and will have something for everybody. Diagnosis of pulpal disease will be challenged and current and future pulp therapies explored. The most up-to-date treatment strategies for carrying out root canal therapy will be described. After all that, if your success rate is not 100% the rationale and execution of contemporary periradicular surgery will be outlined. There will be a focus on the use of calcium silicate cements for all aspects of endodontic therapies throughout the lecture.

Aims

To deliver a broad overview of the management of pulp and periradicular disease with particular emphasis on vital pulp therapy, calcium silicate cements, new technologies and periradicular surgery.

Objectives

- To challenge current concepts of diagnosis of pulpal disease and review best evidence for carrying out vital pulp therapies.
- To explain developments of calcium silicate cements and their uses in endodontology.
- To discuss contemporary techniques in carrying out root canal therapies and explain new technologies which are on the horizon.
- To overview surgical techniques to manage periradicular disease.

Developmental Outcomes

- At the end of the lecture delegates should:
- Be aware of best evidence to help inform strategies in managing the vulnerable or diseased dental pulp.
- Appreciate the modifications and developments to calcium silicate cements used in endodontology.
- Have an appreciation of new technologies and contemporary techniques used in root canal therapy.
- Gain a good understanding of microsurgical techniques used to treat periradicular disease.

By the end of this lecture delegates will be able to enhance patient care by optimising all clinical stages of endodontic procedures. This lecture meets the criteria for category C of the GDC's development outcomes for enhanced CPD (maintenance and development of knowledge and skill within your field of practice).

Key Client Forum 2018

Business Update – Sandy Brown

Biography

Sandy joined Denplan in 1992 as a Denplan Care Consultant for Scotland, N Ireland and the North of England. Sandy's entire career with us has been sales and customer service focused. In 2001 Sandy became the Director of Denplan Sales, and in 2005 he was appointed Director of Marketing and Sales, overseeing both divisions.

Lecture Content

- Business update
- Marketing Campaigns
- New Initiatives
- CXI

Aims and Objectives

Sharing our business results; successes and new developments for practice growth.

Development Outcomes

Expanding the understanding of our full portfolio of services and support.

Professional Update – Henry Clover

Biography

Henry is a former general dental practitioner who converted his own practice to private practice in 1993. With his experience as a member dentist, he joined the Professional Support Services department on a part-time basis in 1998 and full-time in 1999, with responsibility for professional support and member services. Henry is now Simplyhealth Professionals Chief Dental Officer, overseeing dental advice to the whole company and links with professional bodies as well as being a member of the Simplyhealth Professionals Leadership Team, supporting our continuing ethos of – 'By Dentists, for Dentists'.

Lecture Content

The presentation will cover key developments and changes in legislation and regulation affecting dental practices, together with an overview of the NHS contract reform process. An update will be provided on professional support available to member dentists and their practice teams.

Aims and Objectives

- To inform delegates on key changes to legislation and regulation that could impact dentists in primary dental care
- To share insights into the current progress on NHS contract reform
- To update delegates on the professional support available to member dentists with any key developments highlighted.

Development Outcomes

By the end of the presentations, delegates will have greater knowledge and insight into regulatory matters that could affect them and their practices, together with a deeper understanding of the direction of travel for NHS dental services. Delegates will also have gained information on professional support services available to them.

Problem Solving in Aesthetic Restorative Dentistry - Louis Mackenzie

Biography

Louis Mackenzie is a GDP working in Birmingham and is a clinical lecturer at the University of Birmingham School of dentistry and King's college London. He delivers postgraduate lectures nationally and internationally on direct and indirect restorative techniques and minimally invasive dentistry and runs a series of popular hands-on courses. He is a member of Dental Update's editorial board, is academic lead of Birmingham University's new MSc in Restorative dentistry and is the head of clinical training at Simplyhealth Professionals.

Lecture Content

This lecture will consist entirely of clinical case examples to provide delegates with an update of that innovative equipment, materials and clinical techniques designed to optimise direct and indirect aesthetic restorative procedures.

Aims and Objectives

By the end of this lecture delegates will be able to demonstrate understanding of the latest innovations in aesthetic restorative dentistry including the following subject areas:

- Aesthetic treatment planning
- Magnification
- Isolation and adhesion
- Posterior composites (including full-contour bulk fill materials)
- Anterior composites (including polychromatic layering techniques)
- Porcelain veneers and all-ceramic crowns
- Prevention and maintenance

Development Outcomes

By the end of this lecture delegates will be able to enhance patient care by optimising all clinical stages of aesthetic restorative treatment. This lecture meets the criteria for category C of the GDC's development outcomes for enhanced CPD (maintenance and development of knowledge and skill within your field of practice).

Periodontal Plastic Surgery - Reena Wadia

Biography

Reena Wadia is a specialist periodontist. She completed the part-time specialty training programme in Periodontology at Guy's Hospital. Reena currently runs her own referral clinic at 22 Wimpole Street and also works as an associate specialist at Woodford Dental Care as well as King's College NHS Foundation Trust.

As well as being passionate about acquiring new knowledge, Reena has always encouraged and supported other dentists by sharing any learning and experiences. To this end, she created her own blog as a platform to communicate valuable information. She also

endeavours to contribute to the profession through her National Board Member position at the Faculty of General Dental Practice and local committee role with the British Dental Association.

Lecture Content

This lecture aims to provide an overview on periodontal plastic surgery with a focus on the treatment of gingival recession and crown lengthening procedures.

Aims and Objectives

By the end of the lecture delegates will be able to demonstrate an understanding of periodontal plastic surgery, specifically in the treatment of gingival recession and when crown lengthening procedures. The following subject areas will be focused on:

- Assessment
- Aetiology
- Indications for treatment and considerations
- Treatment options
- Procedural details

Development Outcomes

By the end of this lecture delegates will be able to enhance patient care by understanding the indications for periodontal plastic surgery and its details. This lecture meets the criteria for category C of the GDC's development outcomes for enhanced CPD (maintenance and development of knowledge and skill within your field of practice).

Practice Manager Forum 2018

Business Update, Growth & Marketing Tips – Your Simplyhealth Professionals Area Manager & Consultants

Biography

This session will be led by your Simplyhealth Professionals Area Manager and Business Consultants. As a team they have significant experience in marketing and sales across the industry. They are the key people to provide you with the knowledge to not only sustain your patient numbers, but to grow your practice and provide valuable business support.

Lecture Content

This session will provide you with an update of our business. Explain our marketing plans for this year and how they can help your business. Also providing tips with retaining and growing your practice and how we can help you do this.

Aims and Objectives

To increase understanding of Simplyhealth's Services and Support and the ongoing developments. To have shared the successful ways of promoting plans to patients, both in practice and with marketing.

- To review Simplyhealth's developments and future plans with products and services
- To discuss and examine how we promote and communicate Denplan products to the patients to maximize practice growth within dental practice.
- To share ideas with other Practice Managers on how to successfully join and retain patients onto an appropriate plan.
- To review practice marketing strategies and examine the tools available from Simply Health professionals.

Development Outcomes

By the end of the module, participants will;

- Have increased their knowledge and understanding of Simplyhealth's services and new developments.
- Have a greater understanding of what action is needed to increase new patients onto a plan and retain them.
- Have an increased knowledge on how marketing can help with practice growth and retention of patients and produce next actions to take back to practice.

GDC development outcomes – A, B, D

Practice Management – Jo Russell

Biography

RDN Cert DPM Cert Ed LCGI MSET. Jo has over 30 years' experience in the dental world & has acquired considerable expertise in all areas of the business. She has also further qualifications in Health & Safety and Safeguarding. Jo worked in the dental branch of the Royal Navy for 7 years and then appointed Area Manager for a dental corporate, looking after 16 practices in London and the south. Jo now owns her own consulting business and lectures & teaches nationally.

Learning Content

We will look at the theories of motivation and how to actively engage the team. There will be discussion surrounding managing conflict and effective communication and feedback.

Aims and Objectives

The aims of the session are to provide more confidence and knowledge to the participants when dealing with and motivating the team.

- Discover what motivates and de-motivates the team and how we can influence it.
- Discuss how strong leadership and management will influence the team and how you can achieve it.
- How to use the communication chain to manage conflict to a positive outcome.

Development Outcomes

By the end of the session, the delegates should be able to:

- Identify the theories of motivation and how to apply them.
- Be able to manage conflict to a more positive outcome.
- Know how to build the team through stronger leadership.

Professional Update - Catherine Rutland, Head of Professional Support Services

Biography

As Head of Professional Support Services at Simplyhealth Professionals, Dr Catherine Rutland leads the team that provides assistance to member dentists; helping to support them with all aspects of running their practices successfully, with particular focus on providing advice and support during clinical disputes and times of professional risk. After qualifying as a dentist from Leeds University in 1992 and doing a year as a House Officer, Catherine worked as a Senior House Officer in Newcastle before settling into general dental practice. Catherine joined Denplan part-time in 2010 and was promoted to her current position in 2016. She has been joint partner at Broadway Lifesmiles Dental Practice in Thatcham for the last 19 years, and completed a Masters in Medical Ethics and Law from King's College London in 2013. She is also a certified member of the Institute of Risk Management and recently completed a Level 7 Certificate in Leadership Mentoring and Coaching.

Lecture Content

Looking at all aspects of change in regulation and legislation in the last year in relation to practice life and consider wider aspects of the profession.

Aims and Objectives

To inform practices of changes in regulation and legislation in the last year that impact them in the country they work in.

To update practices generally on topics of interest in the dental profession.

Practice Managers will understand any new requirements that need to be acted on in practice and have a wider understanding of what has been occurring in the profession.

Development Outcomes

A, B, C and D

Developing a High Performance Team - The Academy Team

Biography

Our great Academy Team will be presenting this session. For their individual biographies please visit their [website](#).

Lecture Content

This session will cover some of the essential things you need to know in your day to day role as a Practice Manager which include Appraisals, Recruitment, Inductions as well as people training.

Aims and Objectives

To look at the role of the Practice Manager in developing a strong and motivated team. From the very first stages of recruitment and induction to continuing development through training and appraisals. Managers will focus on the role they play in all stages of developing their team.

- Considering the legal and best practice guidelines for successful recruitment and interviews.
- Identify the key components of a successful induction.
- Explore the options for training and development for all team members and how managers can play a leading role in the team's ongoing development.
- Tips on how to create, manage and hold meaningful appraisals including rewarding success and handling underperformance.

Development Outcomes

By the end of the module, participants will:

- Have a greater understanding of the role they as managers can play in their team's development.
- Gain confidence in dealing with all aspects of employment from managing new recruits to appraising existing team member's performance.
- GDC development outcomes B, D