

Certificate of Attendance

Delegate Name Kishan Mistry

GDC Number 277250

Course

Course Title DFT Whiston - Of Art the Communication (NW20181025FWHN)

Course Date 25 October 2018

Course Venue Partnership for Learning Training and Conference Centre,
Liverpool

Development Outcomes A

Verifiable CPD Hours 6

Certificate Issued By HEE - North West

Certificate ID HEENW050899

Course Aims

To help improve participants communication skills by exploring non-verbal communication and managing stressful interactions.

Course Objectives

- To explore how strong emotions and state of mind can affect communication and what to do about them.
- To determine the best way to interact with patients to achieve good communication.
- To investigate how rapport and good communication can motivate staff, build confidence and inspire teamwork.

We confirm that the activity has been quality assured by HEE and that it meets the GDC's educational criteria for verifiable ECPD. This record is full and accurate.

Course Learning outcomes

- FDs will be able to manage patient's anxiety, anger, confusion or misunderstanding and communicate in a sensitive manner, which causes the least anxiety possible.
- FDs will be better able to interact with patients and carers in a clear, concise and understandable manner.
- FDs will be able to build rapport and communicate with all members of the clinical team in a manner which inspires confidence, motivation and teamwork.

Reflection

Reflection is an important part of CPD and should form part of your personal development plan (PDP). Please use this page to reflect on what you have learnt, your experience and how it applies to your role. In particular consider:

1. What did you learn (or confirm) from the activity that was helpful or relevant to your daily work and patients?
2. Did you identify any changes/updates needed in your daily work? If so please give details.
3. How will you make these changes and by when?
4. How can you demonstrate that you have implemented these changes as a result of the course?
5. If you didn't identify any changes needed, what did the activity confirm for you, that you may already know or be doing?
6. What was the benefit to your work and/or your patients in carrying out this activity?
7. Do you feel that the activity met the General Dental Council's ECPD development outcomes? If not, please explain why.
8. Any other comments, thoughts or feelings?

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