



ASPIRE

Dental Academy

**Dental Emotional
Intelligence
Programme
(DEIP)**

2019
London

Course Information Booklet

Hello and Welcome!

Welcome to Aspire Dental Academy, one of UK's most hands on post-graduate dental academies.

Please read this booklet carefully. It contains information about the course as well as contact details.

We hope you enjoy the course as much as we have enjoyed putting it together.

Please do not hesitate to contact us if you have any questions or require any further information.

Aspire Dental Academy

Email: info@aspiredentalacademy.com

Website: www.aspiredentalacademy.com

The Course

The course will be delivered by Hassan Khan, Richard Porter and Raheel Malik.

Hassan has spent the best part of the last decade working with leaders and helping them successfully lead significant change and transformation efforts. His work has been focused on and around Leadership Development, and helping companies formulate and then accelerate the implementation of their most important strategies. He has completed extensive research on Personal Leadership, Leading Change, Behavioural Economics and Decision-Making, and he has studied in depth the function and practice of Leadership and its ability to mobilise people, groups, organisations and cultures to achieve and produce results. His Leadership Development firm was created to help build high performance cultures by improving/developing the capabilities of individuals across a range of dimensions.

Hassan holds an Economics degree, a Law degree, a Master of Innovation degree and a Master of Business Administration degree, and he is an alumni and graduate of Harvard Business School and the University of Cambridge. He is also a certified Master Practitioner in Neuro-Linguistic Programming and is in the process of writing a book about the hidden influences in our everyday lives (behavioural and psychological) that get in the way of us making effective decisions.

Richard is a Consultant Specialist in Restorative and Implant Dentistry and Oral Rehabilitation. He is a vastly experienced teacher having run over 100 hands on courses. He has a higher diploma in post graduate dental and medical education and is well published in peer reviewed journals in subjects including tooth wear, composite build ups, crown and bridge, gerodontology, occlusion and Endodontics. He is a lead clinician in restorative dentistry at St. Georges Hospital, London, and has a very successful private practice based in London. He has placed and restored over 2000 implants, has completed over 5000 root canals and countless direct and indirect restorations. He is on the GDC specialist list for Restorative Dentistry, Prosthodontics, Endodontics and Periodontology, is a father and husband and welcomes you to this great opportunity with The Aspire Dental Academy.

Raheel works in a private practice in Notting Hill. After graduating with honours from Biomedical Sciences, Raheel qualified as a dentist from King's College London, having won multiple awards as a student. In 2009, he won student clinician of the year and was 1st runner up in the UK finals. He also won the UK Dentsply/Ceram.X Case Contest in 2010, amongst many others. Raheel graduated receiving the prestigious 'Academy of Operative Dentistry' Award. He has also won awards since graduation. Raheel had his first publication in as a final year student and has since been published many times in several journals including the Journal of Oral Implantology, International Journal of Dentistry, Journal of Craniofacial Surgery and Dental Update. He has also been interviewed in the British Dental Journal and Dentistry magazine.

Aims & Objectives

This course will demonstrate how you can communicate more effectively, connect with others more powerfully, and command greater influence - how to be compelling (with your patients and everyone else around you).

We will explore the notion of emotional intelligence - what it means, how it is measured, where you fit on the spectrum, and how it is the biggest determinant of success and effectiveness when it comes to communicating with people and patients.

We will look at how individuals (including your patients) are programmed to respond to non-verbal cues, and we will show you how you can increase your charisma and personal presence, and how you can develop spontaneity, flexibility and range of expression so as to be able to make stronger connections. We will highlight research that shows how we all can connect with our patients in far deeper and more purposeful ways, and we will then provide a clear and useful framework of power cues that will help increase and enhance your personal impact.

You will also learn about personality types, how to uncover hidden emotions, and how to decode what your patients are really feeling. We will walk through and role play specific patient scenarios and interactions and we will provide you with a toolkit to help you navigate through difficult situations.

You will be taught:

- * What it means to be emotionally intelligent, and how to develop in these areas
- * The science of and behind first impressions, and how to be skilled in them
- * The power of non-verbal cues, and how to manage your non-verbal's effectively
- * How to handle tough situations with heightened confidence and flexibility
- * How to build and strengthen your relationships
- * How to decode faces and emotions, and then appropriately respond to these emotions
- * How to express yourself dramatically and motivate others through the power of story
- * How to detect and manage difficult and problematic patients before agreeing to treat them

Emotional Intelligence

Truly effective dentists and leaders are distinguished by high degrees of emotional intelligence.

What is it?

How is it measured?

How emotionally intelligent are you? What areas do you need to develop?

Connection

What can you do to improve your ability to connect with your patients (from a confidence, warmth and authenticity point of view)?

How can you be a compelling person and dentist?

The Power and Importance of Non-verbals and the Science of First Impressions

We decide if we like someone, if we trust someone, and if we want a relationship with someone within the first thirty seconds of meeting them.

How can you become more aware of the conversation that your body is having with others around you?

What do people see, what do they hear - what are the cues, triggers and pulls?

How Can/Do We Connect?

When we judge others—especially those in positions of power and responsibility (like Doctors and Dentists)— we look at two characteristics - warmth and strength.

How do/should we project warmth and strength so that we can build stronger relationships?

Solving the Human Puzzle (Decoding Human Emotions)

Decoding is about looking for the emotional intent behind the words. Does someone's stated emotions match their visible emotions? We will explore congruency, connection, and speed.

Spotting Emotions and Reactions and responding to these Emotions and Reactions - Will involve scenarios and role plays.

How do we/should we respond to what we've just uncovered - now that we understand what somebody is feeling?

How to Crack Someone's Personality - what personality type are you?
Knowing what personality trait your patient has (or is) will allow you to tailor your interaction/conversation towards them in the most effective way.

We'll help you develop the skills necessary to inspire confidence, command respect, and build credibility, ultimately leading to reduced stress, reduce risk of litigation and an increase in revenue.

Venue:

Park Plaza, Westminster Bridge

200 Westminster Bridge Road

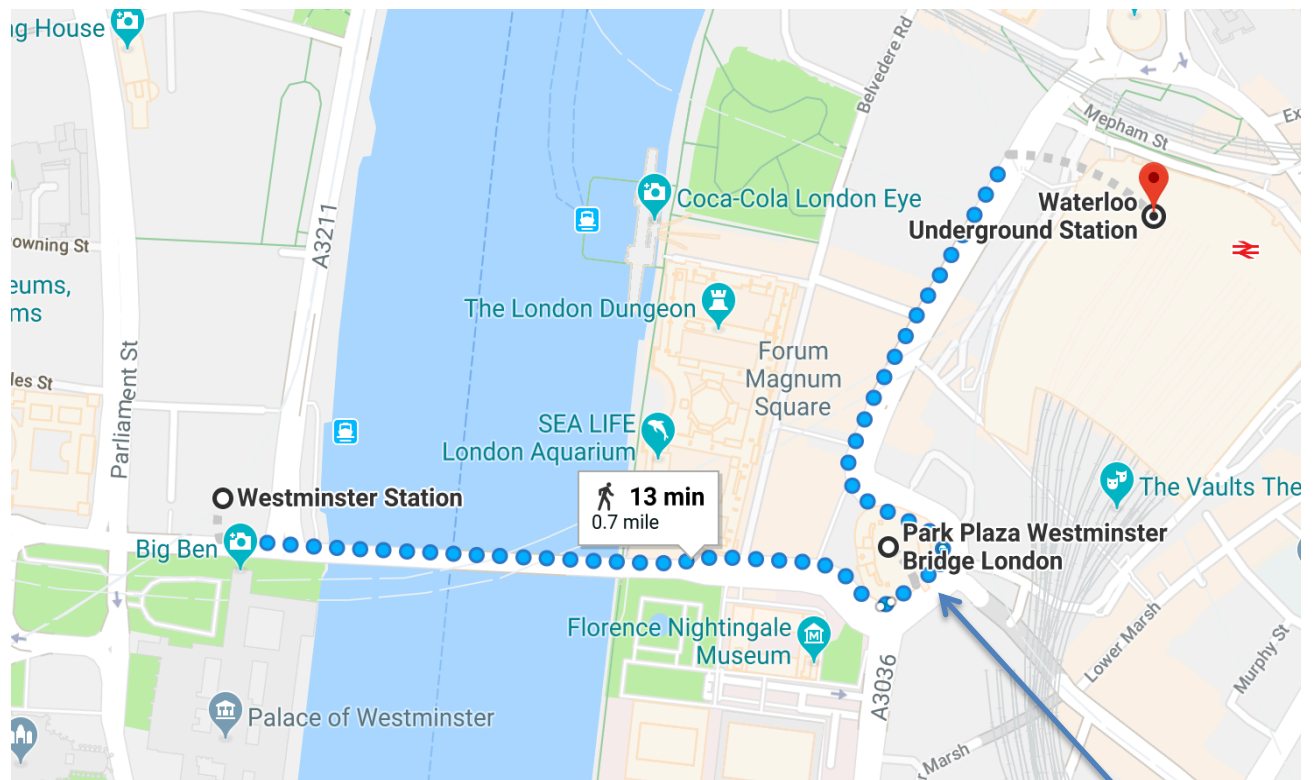
London

SE1 7UT

United Kingdom

How to get there:

The closest underground stations are Waterloo (Mainline, Jubilee, Northern and Bakerloo lines) and Westminster (Jubilee, Circle and District lines), both 5-7 minutes' walk away from the hotel.



Park Plaza

Course Dates:

Thursday 2nd & Friday 3rd of May 2019

CPD Hours

Each day is worth 7 verifiable 'Continued Professional Development' (CPD) hours and is in accordance with the GDC's enhanced CPD programme.

Course Fee:

To reserve your place on the course a deposit of £200 is required, which will be deducted from your final instalment.

Total Cost: £1,190 + VAT

Payments are accepted through bank transfer. Cash, Credit Cards, Cheques and banker drafts are not accepted.

Contact us:

Please feel free to contact us if you have any further questions:

Email: info@aspiredentalacademy.com

Website: www.aspiredentalacademy.com

Instagram: Aspire Dental Academy

Facebook: Aspire Dental Academy

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