PROFESSIONAL DEVELOPMENT 2020

Find the course that’s right for you

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We give you the opportunity to make the most out of your career with high-quality professional development. Choose from our range of in-person and online courses and manage your progress in our online CPD hub.

Members can also take advantage of discounts and exclusive benefits.

“Good content and clear presentation, immediately applicable to general practice”
Basil Mizrahi, Enhancing predictability of restorations, London

“Very useful, really enjoyed it”
Managing endodontic complications, Leeds

“From this training, I now feel more confident in completing the policies and procedures needed to achieve full compliance.”
Online Data Protection Officer course

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Online courses and qualifications
Learn how to interpret your financial accounts and fully understand how your business is performing.

This practical two-day course highlights what you need to know about running a dental business!

Carry out a strategic review of your systems and develop a business plan that is unique to you and your practice. Whatever your objective – transforming poor performance, preparing for sale, or taking your business to the next level with a vision for expansion – the commercial techniques are the same and this hands-on course will inform and prepare you. Reassess your direction, adapt to survive, gain motivation to implement change and ensure future prosperity.

Day one – equips you with the necessary know-how to assess your business' current position, teaches a range of commercial techniques, and discusses how they can be applied to your business.

Day two – review how you have applied the techniques to your business to improve your financial results, seek further guidance and set out your next steps. Leave with a strategic plan unique to your practice and ready to implement change.

Learning objectives
- Appreciate how to drive profitability in your practice
- Develop a strategic plan that leads to a better financial future.

Speaker
Andy McDougall
Spot On Business Planning
Full biography can be found at bda.org/training

Please note: this course is delivered in two parts and participants are expected to attend both days.
CBCT Small Volume Reporting Masterclass

LONDON

Saturday 13 June and Saturday 18 July 2020

21 hours CPD

Development outcome A B C D

BDA members £950
Non-members £1100
Registered postgraduates £950

The masterclass covers 21 hours of level two training based on the European Academy of Dentomaxillofacial Radiology (EADMFR) guidelines.

See page 13 for details of our one-day IRMER course

CBCT Small Volume Reporting Masterclass

Handling complaints and managing difficult patients

LONDON

Friday 20 March 2020

ET450

5½ hours CPD

Development outcome A B C D

BDA members £150
Non-members £200
DCPs £120

10:00 – 16:30 (registration from 09:30)

Learn how to use complaints as a positive management tool to enhance your relationship with your patients. Skilful handling of complaints is essential to modern business management, as reputation and customer goodwill are paramount. If handled properly, a complaint can enhance relations and turn a potentially lost customer into a satisfied patient.

This interactive course explores the official complaint handling procedures for both NHS and private practices and will equip you with excellent customer care and key communication skills to help you and your team manage angry, aggressive, nervous and upset patients. Gain the ability to diffuse upset patients and greatly reduce the possibility of complaints escalating into a Fitness to Practise case.

Learning objectives

• Understand the formal procedures of complaint handling for NHS and private practices
• Implement an effective complaints policy and procedure within your practice
• Consider how well your team communicates with your patients
• Identify how to improve customer service and avoid complaints
• Recognise why patients can be difficult
• Understand why patients are nervous
• Understand how to defuse angry or upset patients and remain calm and in control
• Maintain rapport during difficult, aggressive conversations.

Speakers

Richard Birkin
Former Head of Advice Liaison and Development, BDA, GDC Expert Witness and BSA Clinical Adviser

Heather Dallas
Managing Director, Dallas Development

Full biographies can be found at bda.org/training

A hands-on masterclass designed for clinicians who wish to excel in the justification, optimisation and reporting of small field of view CBCT.

Learning objectives

• Compare 2D conventional radiographs and 3D CBCT imaging
• Gain the skills needed to justify, take and interpret CBCT scans for the different dental disciplines
• Write actionable CBCT reports.

The course contains 21 hours of CPD in a combined learning format to ensure it suits all learning styles and can fit around busy clinical practice.

• Pre-course foundation: Delegates will receive a pre-course literature pack (3 hours)
• Day one: Saturday 13 June 2020: One-day seminar and hands-on reporting (BDA, London) (6 hours)
• Self-directed reporting exercises: provided by the faculty to complete in your own time (8 hours – exercises will be supplied on USB key with enclosed software. Access to a Windows based PC required)
• Day two: Saturday 18 July 2020: Case presentation of CBCT reports by the delegates and reflection. Feedback from the faculty on the reporting exercises prepared by the delegates. (BDA, London) (4 hours).

Who should attend?

This masterclass is suitable for those already using CBCT and who have completed level one training based on the EADMFR guidelines.

Lead speakers

Simon Harvey
Consultant in Dental and Maxillofacial Radiology, Honorary Lecturer, King’s College London Dental Institute

Shanon Patel
Consultant Endodontist and Senior Lecturer in Endodontics, King’s College London Dental Institute and Specialist Practice

Full list of speakers and biographies can be found at bda.org/cbct
As a dental professional you have a clear responsibility to understand and implement effective decontamination procedures within your practice to ensure a safe environment for all patients and staff.

This short course will cover all the essential information you need to know to enable you to do this.

This course is designed to provide participants with a thorough grounding in all aspects of dental decontamination and is also broad enough to act as a comprehensive refresher course for those who already have some experience in this field.

Course components:
1. Introduction
2. Infectious conditions
3. Hand hygiene
4. Personal protective equipment
5. Preparation of environment
6. Introduction to dental equipment
7. Cleaning methods
8. Sterilisation.

By the end of the course, participants will have an understanding of the principles behind decontamination, the knowledge and skills necessary to carry out common decontamination tasks and an awareness of the regulations of all UK nations.

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**Data Protection Officer (DPO) training**

**ONLINE COURSE**
cpd.bda.org

**5 hours CPD**

**Course Fee** £95

**Development outcome** A B C D

An online course providing the tools you need to become an effective Data Protection Officer (DPO).

GDPR places greater obligations on how dental practices handle personal data, including the need for many organisations to appoint a DPO.

This course will outline the impact of GDPR, provide you with all the tools you need to become an effective DPO and help you ensure that your practice is compliant.

**Learning objectives**

- Explain the impact of GDPR and why a DPO is needed
- Outline the role and responsibilities of the DPO
- Understand data protection law and how it applies to your practice
- Explain the rights that individuals have under GDPR
- Identify and action a data breach and transfer information securely.

**Essentials of decontamination**

**ONLINE COURSE**
cpd.bda.org

**5 hours CPD**

**Course Fee** £70

**Development outcome** A B C D

As a dental professional you have a clear responsibility to understand and implement effective decontamination procedures within your practice to ensure a safe environment for all patients and staff.

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**Our CPD Hub makes CPD simple**

**Earn, track and manage your CPD**

Access over 80 hours of verifiable CPD a year – wherever you are:

- British Dental Journal – 48 HOURS
- BDJ In Practice – 12 HOURS
- Data Protection Officer training – 5 HOURS
- Child protection and the dental team – 3 HOURS
- Oral cancer recognition toolkit – 1 HOURS
- BDA's collection of eBooks – 20 HOURS

**cpd.bda.org**
Dementia-friendly dentistry

Treating patients with dementia competently and confidently.
This one-day course will improve your awareness of dementia and your ability to confidently deliver dementia-friendly dentistry. Dementia is a growing concern among the UK population, with the number of sufferers forecast to increase to over 1 million by 2025*. Dementia has a wide range of implications for dental professionals including: patient identification, competence and referrals, communication, consent and capacity, history taking, treatment planning, care delivery and prescribing.
The programme explores the different types of dementia and considers how the priorities, treatment and practicalities of management change as the condition develops. How the practice environment and interaction with the dental team can help with the fear and anxiety experienced by patients with dementia will also be discussed.

Learning objectives
• Understand dementia and how it affects a person’s behaviour
• The role of the general dental practitioner in dementia awareness
• Explore the issues regarding consent and the Mental Capacity Act
• Understand the importance of collaborative action and oral health risk assessment
• Planning treatment for the worn dentition.

Speakers
Kerry Wafer
Specialist Dental Nurse in Special Care Dentistry, Birmingham Community Healthcare NHS Foundation Trust
Laura Stenhouse
Senior Dental Officer Special Care Dentistry, Birmingham Community Healthcare NHS Foundation Trust
Stacey Parker
Associate Trainer, Alzheimer’s Society

*Alzheimer’s Society Dementia UK report published in 2014

Hands-on endodontics course (two-day)

Ensuring predictable endodontics in practice.
Take this exciting two-day course, if you’re a busy dental practitioner who wishes to update their endodontic knowledge and practical skills.
The course will be delivered through a combination of interactive lectures, demonstrations and hands-on exercises. It will give you a sound foundation in the biological aspects of endodontic disease as well as improving diagnosis (including CBCT).
This is an opportunity to enhance your skills and ability to carry out predictable endodontic treatment using the latest preparation and obturation techniques. You will get the chance to try a variety of techniques and materials in an impartial setting.

Learning objectives
• Improve understanding of the aetiology of endodontic disease
• Ensure accurate diagnosis and the use of magnification with a dental microscope
• Appreciation of the subtle differences between some of the most popular instrumentation and obturation techniques
• Introduce predictability using contemporary endodontic techniques.

Speaker
Shanon Patel
Consultant Endodontist and Senior Lecturer in Endodontics, King’s College London Dental Institute and Specialist Practice

Full speaker biography can be found at bda.org/workshops
An IRMER course in dental radiography and radiation protection

Ensure you are complying with obligations under current legislation and good working practice.

Ionising Radiation (Medical Exposure) Regulations 2000 (IRMER) imposes significant requirements for patient protection. This course will bring you up to date with the legislation concerning dental radiography and ensure you are aware of statutory responsibilities. Covering the principles of justification, optimisation and limitations, this one-day course satisfies both the IRMER regulations and CPD requirements as recommended by the GDC.

Learning objectives
• Understand the principles of radiation physics
• Be aware of the risks of ionising radiation
• Understand the radiation doses in dental radiography and the factors affecting them
• Recognise the principles of radiation protection
• Be up to date on the statutory requirements, selection criteria and quality assurance
• Understand the various imaging modalities available, including digital imaging and 3D (CBCT)
• Understand the principles of radiographic interpretation and problems that may occur.

Speaker
Paul Nixon
Consultant in Maxillofacial Radiology, Liverpool University Dental Hospital and Royal Liverpool University Hospital
Full biography can be found at bda.org/training

Dental radiography for dental care professionals

ONLINE QUALIFICATION
Suitable for GDC-registered DCPs cpd.bda.org

Approved by the British Society of Dental and Maxillofacial Radiology and the Society of Radiographers, this online qualification will teach you how to use X-rays safely and how to take common dental radiographs.

The course covers the following topics:
• Introduction to radiation
• Introduction to radiography
• Intra-oral radiography
• Panoramic radiography
• Other practical techniques
• Quality assurance and the law
• Image interpretation.

You will be required to complete 25 modules, five quizzes and a practise test over a period of eight weeks. You will then be expected to complete a practical portfolio consisting of 40 radiographs:
• Panoramics
• Bitewings
• Paralleling technique periapicals.

Upon passing a final exam you will be awarded the BDA Education Certificate in Dental Radiography, a nationally-recognized qualification that will entitle you to take radiographs unsupervised.

Course Fee £595 (+ £124 exam fee)

LONDON ET468 Friday 28 February 2020
LONDON ET457 Friday 11 September 2020

Development outcome A B C D

5 hours CPD

BDA members £150
Non-members £200
DCPs £120

10:00 – 16:30 (registration from 09:30)
Leading the dental team

Determine your strategy, goals and objectives and drive the performance of your business and your team. As the head of your business there is an expectation that you will lead your team to success. As the pressure grows for businesses to increase their profitability year on year, business owners must determine the appropriate strategy and lead their teams to achieve it. The only way to achieve your strategic goals is to harness the whole team in pursuit of your vision. The success or failure of your leadership skills will become clearly visible in your results. A culture that fails to galvanise the entire team risks a radically negative impact on results.

This course is suitable for practice managers, principals and those in charge of the business.

Learning objectives
• Understand the different leadership styles and become aware of your own
• Have a thorough grounding in the principles of leadership
• Understand the difference between leadership and management
• Be aware of what followers expect from leaders
• Understand culture and how to unlock a high-performing team.

Speaker
Andy McDougall
Spot On Business Planning
Full biography can be found at bda.org/training

Management of medical emergencies in the dental practice

Ensure that as a team and as individuals you are able to deal confidently with medical emergencies that may arise. Medical emergencies can happen at any time in the dental practice. This interactive course will bring you up to date with the latest standards and procedures, equipping you with the necessary skills to manage a medical emergency with confidence.

Learning objectives
• Manage and prevent a medical emergency
• Prepare and use standard emergency drugs and medical equipment
• Assess risk by identifying the hazards which commonly cause emergencies
• Understand the key signs and symptoms of common emergencies and aid correct diagnosis
• Have practical experience of hands-on basic life support and CPR training.

Speaker
Dan Purnell
Head of Operations, A to E Training & Solutions
Full biography can be found at bda.org/training
NHS claiming regulations

Thursday 9 July 2020

Understand the pitfalls and controls and explore the grey areas of NHS regulations with the use of scenarios and discussions with experts.

The NHS claiming regulations are notoriously difficult to interpret. Misunderstanding of these regulations can have serious consequences, leading to risk of major financial losses, breach of contract and possible referral to the GDC. This interactive one-day course will offer formal training to practitioners working in the NHS in England and Wales and those who require an update on the current system (introduced in 2006).

Learning objectives

• Be familiar with the relevant NHS bodies administering and monitoring NHS dentistry
• Understand the legislation behind NHS treatments and claims
• Know how legalisation is enforced relating to NHS/private boundaries and submission of forms and data
• Understand the key legal terminology and important definitions within NHS regulations and how these are interpreted
• Understand the pitfalls and controls around NHS regulations
• Know how dentists are monitored by use of data derived from FP17s
• Understand the Dental Assurance Framework and the programme of audits and challenges being rolled out by NHSBSA
• Recognise the importance of full and accurate clinical and up-to-date record keeping.

Speakers

Richard Birkin
Former Head of Advice Liaison and Development, BDA, GDC
Expert Witness and BSA Clinical Adviser

Len D’Cruz
GDP, London and Dento-legal Advisor, BDA

Oral health education for dental care professionals

ONLINE QUALIFICATION
Suitable for GDC-registered DCPs cpd.bda.org

Development outcome A B C D

Course Fee £595 (+ £124 exam fee)

40 hours CPD

Developed in partnership with OHE Southwest, this flexible, online qualification will help you learn the communication skills needed to educate your patients about their oral health.

The course covers:

• Diseases and conditions of the oral cavity
• Oral health target groups
• Delivering oral health messages
• Oral disease prevention
• Oral health and society.

You will be required to complete 27 modules, seven quizzes and a practise test over a period of eight weeks. Students will then be expected to complete a portfolio of practical work, before sitting an online examination.

Upon passing the final exam, you will be awarded the BDA Education Certificate in Oral Health Education – a nationally-recognised qualification that qualifies you to work as an oral health educator within your practice.

ONLINE QUALIFICATION

Suitable for GDC-registered DCPs cpd.bda.org

Development outcome A B C D

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Oral health education for dental care professionals

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Minimally invasive aesthetic dentistry

Preventing disease and restoring broken down teeth in a digital world

This seminar will provide an update on the management of caries, its prevention and protocols for non-operative prevention. It will cover management of the deep carious lesion and interactive materials used to restore deep cavities, preserving tissues and pulp vitality with an emphasis on direct aesthetics.

It will help you understand aesthetic indirect restorations in the analogue and digital world and learn how to provide predictable aesthetics with minimal invasion.

Learning objectives
• Understand the minimum intervention/minimally invasive philosophy to oral healthcare delivery including the team members and their roles
• Identifying protocols for non-operative caries prevention
• Defining and providing evidence for selective caries removal protocols for managing the deep carious lesion using minimally invasive techniques
• Outlining bio-interactive materials used to restore deep cavities, preserving tissues and pulp vitality with an emphasis on direct aesthetics
• Understand aesthetic indirect restorations in the analogue and digital world and learn how to provide predictable aesthetics with minimal invasion

LONDON
Friday 24 April 2020

Development outcome A B C D

STANDARD RATE
BDA members £245
Non-members £335
DCPs £145

EARLY BIRD RATE
BDA members £195
Non-members £285
DCPs £95

24 April London – valid until 13 January 2020
25 September Manchester – valid until 1 June 2020

Sponsored by

Avijit Banerjee
Chair in Cariology and Operative Dentistry, Hon. Consultant, Restorative Dentistry, Faculty of Dentistry, Oral and Craniofacial Sciences, Guy’s Dental Hospital, Kings’ College London

Alif Moosajee
Principal Dentist, Oakdale Dental

Full biographies can be found at bda.org/seminars

Clinical digital photography for dental professionals

A lifetime of dental photography in a day.
This hands-on workshop will provide all members of the dental team with the practical know-how and confidence to make dental photography an integral part of everyday life in a busy dental practice.

Digital dental photography is useful for all disciplines of dentistry. An excellent dental image should have correct colour rendition and enough detail to show the oral clinical scenario. Readily integrating photography benefits patients, dentists and the whole support team.

The course is suitable for all dental professionals: specialists, GDs, therapists, hygienists and support staff. The course covers the technical and clinical know-how.

Learning objectives
• Foundation photography concepts and digital camera technology
• Understanding lenses, aperture, shutter speed and ISO
• Considering the specific setup for dental photography
• Understanding clinical photographs as a part of dental records
• A look at dental photography mirrors and retractors
• Extra-oral and intra-oral photographs.

Speakers
Ewa Assaker
Consulting Director, SmileWisdom; Registered Dental Nurse and former Practice Manager

Roger Bretayne
Photography Expert, SmileWisdom

Full biographies can be found at bda.org/training

LONDON
Friday 24 April 2020

Development outcome A B C D

STANDARD RATE
BDA members £295
Non-members £395
DCPs £245

10:00 – 16:30 (registration from 09:30)

In association with SmileWisdom

BDA members £245
Non-members £335
DCPs £145

Sponsored by
Aesthetic management of the missing dentition

Treatment considerations for long-term aesthetic results
This seminar will teach you how to apply various options for the management of diastemas and the partially dentate. It will cover clinical tips to optimise outcomes with reference to the available evidence.
You will learn management of form corrections in the anterior dentition, from the diagnosing and planning stage through to the clinical procedures and application.

Learning objectives
• A clinically oriented overview on the management of anterior diastemas and the partially dentate
• Evidence based options with tips for optimal outcomes
• Aesthetic classification of form defect of the anterior dentition
• General practice-based management in real terms with hints and pitfall avoidance.

Speakers
Subir Banerji
Programme Director MSc Aesthetic Dentistry and Senior Clinical Lecturer, King's College London; Private Practice Ealing, London
Andrew Chandrapal
Dentist in General Practice, Buckinghamshire; Past President, British Academy of Cosmetic Dentistry

Full biographies can be found at bda.org/seminars

LEEDS
Friday 7 February 2020
EV417

LONDON
Friday 27 March 2020
EV418

6 hours CPD

Development outcome
A A A A

BDA members £245
Non-members £335
DCPs £145

09:00 – 16:40
(registration from 08:30)

Reception and telephone skills for the whole dental team

This course is for all members of the dental team who are in a first contact position at the practice and involved in both face-to-face liaison and the receiving/making of telephone calls.
High standards of customer care, exceptional communication and good organisational skills are fundamental in securing and retaining patients. This course will equip you with the necessary skills to project the right impression, listen effectively and attentively and cope with situations under pressure. Ensure your practice stands out from the competition.

Learning objectives
• Recognise the vital importance of making a professional and approachable first impression
• Agree best practice for your team
• Understand how to put anxious patients at ease
• Learn how to juggle dealing with face-to-face patients and telephone calls at the same time
• Know how to deal with difficult situations with the use of assertiveness techniques
• Be able to build and maintain rapport with new and regular patients.

Speaker
Heather Dallas
Managing Director, Dallas Development

Full biography can be found at bda.org/training

LONDON
Friday 31 January 2020
ET447

LONDON
Friday 26 June 2020
ET455

4 1/2 hours CPD

Course fee £150

10:00 – 16:00
(registration from 09:30)
Record keeping and monitoring in NHS practice

The essential dos and don’ts of record keeping.
This half-day workshop explores current best practice for record keeping. Attendees will examine NHS regulations, the GDC and CQC requirements for record keeping and receive a step-by-step guide to what clinical records should contain. Recent legal NHS claiming precedents will be discussed and the consequences of not keeping good records will be demonstrated.

Understand how not to record the consent process, and the importance of making the dental team aware of how NHS Area Teams (ATs) and the Business Services Authority (BSA) monitor GDP quality, performance and claiming abuse through clinical records. Implement effective processes which can be followed with confidence by the whole dental team.

Learning objectives
• Encourage audit of record keeping
• Improve knowledge of relevant legislation
• Increase the involvement of the dental team in record keeping
• Improve record keeping.

Speaker
Richard Birkin
Former Head of Advice Liaison and Development, BDA, GDC
Expert Witness and BSA Clinical Adviser
Full biography can be found at bda.org/training

Preparing for retirement

A comprehensive and independent guide to retirement planning
This seminar is designed to help you prepare for your retirement. Our expert speakers will provide useful guidance on areas including minimising tax, pensions and valuing your practice.

There are up to 20 half-day places available – ideal for non-practice owners. Please note, the places cover sessions for up to 12:30 (3 hours CPD) and must be booked over the phone or by post using the booking form.

Learning objectives
• Gain financial advice on retirement
• Understand the benefits of the NHS pension
• Understand the issues associated with the sale of your practice

Speakers
Alan Suggett
Dental Partner, UNW Chartered Accountants
Anne Barker
Chief Executive Officer, MediEstates
Daniel James
Director of Client Services, Lloyd & Whyte
Lynn Stephens
Dento-legal Advisor, BDA
Phil McEvoy
Head of Pensions, BDA
Ray Goodman
Managing Director, Goodman Grant Solicitors
Full biographies can be found at bda.org/seminars

“Very well presented, lots of useful information, thank you!”
Preparing for retirement, Birmingham
Find out the facts, explode the myths and gain tips to help you avoid dento-legal challenge.

Do you ever think that there is too much fear and negativity in dentistry? It’s time to stop worrying about being sued or being hauled before the GDC. Whatever kind of dentistry you do and irrespective of the mix of patients you are treating, you can have a successful and trouble-free practising life by making a few small changes and doing some remarkably simple things.

Our expert speakers share 70+ years of experience in the dento-legal field and will ensure that your day is informative, empowering and packed with useful tips for how to keep your patients happy and keep lawyers at a safe distance.

**Learning objectives**

- Gain a better understanding of risk, your own attitude to it and how it can impact your clinical and patient management decisions
- Recognise facts and myths about patient dissatisfaction and complaints, the likelihood of being sued or investigated by the GDC and the ‘riskiest’ areas of dentistry
- Discover a range of proven techniques for managing patient expectations and maximising their satisfaction while minimising the potential for complaints, litigation and other forms of dento-legal challenge
- Be better equipped to manage situations and people when things don’t go to plan.

**Speakers**

- **Len D’Cruz**
  GDP and Practice Owner, London and Senior Dento-legal Advisor, BDA
- **Kevin Lewis**
  Former Dental Director, Dental Protection
- **Jane Merivale**
  Dento-legal Advisor, BDA

Full biographies can be found at bda.org/seminars

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**The risk of litigation – is it real and should you be worried?**

**LONDON**
Friday 24 January 2020

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**BIRMINGHAM**
Friday 28 February 2020

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**MANCHESTER**
Friday 6 March 2020

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**LONDON**
Friday 3 July 2020

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5½ hours CPD

**Development outcome**

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**BDA Indemnity members**

- **£95**

**BDA members**

- **£150**

**Non-members**

- **£195**

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**09:10 – 17:10**
(registration from 08:40)

* The BDA Indemnity member rate cannot be booked online. Please call 020 7563 4590 to book or submit a booking form.

* A £25 discount is available to dentists who are within 5 years of graduating. To obtain the discounted rate please call 020 7653 4590 or submit a booking form. This discount does not apply to the rate for BDA Indemnity members.
Adult and child safeguarding

This course will cover the important key standards of child and adult safeguarding, focusing on Regulation 13 of the CQC Fundamental Standards.

Members of the dental team are in a position where they may either directly observe the signs of abuse and neglect in children or adults, or they may hear something that causes them concern about the welfare of a child or adult who is at risk.

The GDC states that the dental team has an ethical and legal obligation to take appropriate action if concerned about the possible abuse of a child or adult at risk and also to ensure that children and adults are not at risk from members of staff.

Learning objectives

• Have an awareness and understanding of child and adult abuse
• Know how to manage and respond to abuse concerns, allegations and/or disclosures
• Be able to accurately document concerns and understand the appropriate referral mechanisms and information sharing
• Be able to assess risk and need and instigate processes for appropriate interventions
• Understand how to fulfil your duty of care whilst considering best practice.

This course covers Levels 1 and 2. Please see website for more details.

Speaker
Carol Blomfield,
ChildProtectionCompany.com

Full biography can be found at bda.org/training

The essentials of staff management: a two-day intensive course

Gain the fundamental skills needed to succeed as a manager.

People management skills are not necessarily something you think about when you set out in a career in dentistry. Progression into a senior position, whether a dentist or DCP, can bring the responsibility of managing members of staff. This can often be a challenging and time-consuming part of the role, especially when your progression has been on the merit of your clinical achievement rather than your managerial experience.

This comprehensive two-day course will provide new and existing managers with updated tools and techniques to use in this ever-changing industry.

Learning objectives

• Select and recruit the right people for the job
• Manage yourself as ‘the manager’
• Gain leadership skills and understand different leadership styles to suit you and your team
• Manage staff performance; providing support and giving feedback
• Review staff development through effective appraisals
• Understand the importance of clear, two-way communication and how to embed it in your team.

Speaker
Alison Miles-Jenkins
Chief Executive, Leading Light Learning

Full biography can be found at bda.org/training
Stress management and well-being for a healthy dental team

Stress cannot be avoided but it can and must be managed if we are to avoid the long-term effects it causes.

Delivered by experienced dental professionals this one-day course aims to help attendees understand and recognise the early signs of stress and its short and long-term effects on the body and mind. Whether you are feeling the burn-out yourself or want to improve the welfare of your team, this workshop provides tools and techniques to manage stress within a dental surgery setting and beyond.

Almost half of dentists* say stress in their job is exceeding their ability to cope, with common sources of stress linked to the threat of complaints and litigation, dissatisfied patients and concern about the GDC.

Learning objectives

- Recognise the early signs of stress
- Realise the importance of managing this stress on a daily basis and to limit it becoming chronic
- Learn techniques to manage this stress; in the surgery, during the working day and after work
- Realise the importance of self-care, setting realistic expectations and problem sharing.

Speakers

Hina Patel
Registered dentist, Nutritional Therapist and Stress management coach

Saundra Fagan
Extended duties dental nurse, NLP Practitioner, Stress management and relaxation techniques coach (SMART), Massage Therapist and Reflexologist

*BDJ, 22 Jan 2019.

Tooth whitening for 2020 – science, myths and reality

Dr Linda Greenwall on practical applications for your dental practice.

Are you up to date with the current tooth whitening techniques currently used in dental practice? This one-day course will discuss the classification of bleaching techniques in order to assist with predictable treatment planning for the various tooth whitening programmes.

The evaluation of new patients requesting bleaching will be explained along with the management of bleaching-related sensitivity and further associated problems that may arise. The course also elaborates on all tooth bleaching techniques and how to combine these treatments with further aesthetic dentistry.

Learning objectives

- Explain the scientific basis of bleaching and identify the various dental bleaching techniques
- Clarify the answers to patients’ questions and concerns regarding dental bleaching
- Apply the knowledge of shade assessments for dental bleaching
- Implement dental bleaching photography
- Recognise the consent process and information patients require prior to undertaking tooth whitening procedures
- Manage problems associated with tooth whitening and dental bleaching
- How to utilise the dental team with bleaching, delegate hygienists and therapists in taking impressions for trays, shade taking and bleaching reviews.

Speakers

Linda Greenwall
Specialist in Restorative Dentistry and Prosthodontics

Full biography can be found at bda.org/seminars

LONDON  ET445
Friday 6 March 2020

STANDARD RATE
BDA members £245
Non-members £335
DCPs £145

4½ hours CPD

Development outcome A B C D

09:00 – 17:00
(registration from 08:30)

LEEDS  EV410
Friday 12 June 2020

Up to 6 hours CPD

Early Bird Rate
BDA members £195
Non-members £285
DCPs £95
Leeds event only – Valid until Friday 21 February 2020

STANDARD RATE
BDA members £245
Non-members £335
DCPs £145

09:00 – 17:00
(registration from 08:30)
Helping you make the right restorative decisions

Tooth wear is becoming an increasingly common problem in modern day dentistry and there are a large variety of conservative options available for treatment. However, this variety can also lead to confusion and apprehension. Making the right restorative decisions is key to success. This comprehensive one-day course will discuss all aspects of the treatment of various types of tooth wear. It will be clinically orientated and delegates will come away feeling more confident and better able to treat this increasingly common problem.

Learning objectives

• Treatment of localised anterior wear vs generalised wear
• What to consider when placing veneers on worn teeth
• Increasing vertical dimension – how to decide when and by how much
• Posterior onlays – preparation design, material choice, how to bond them
• Full mouth adhesive and conservative rehabilitation – techniques, considerations and sequence.

Speakers

Basil Mizrahi
Private Practitioner, London and Honorary Clinical Lecturer, UCL Eastman Dental Institute

LONDON
Friday 25 September 2020

6 hours CPD

EARLY-BIRD RATE
BDA members £220
Non-members £310
DCPs £120
Valid until 1 July 2020

STANDARD RATE
BDA members £270
Non-members £360
DCPs £170

09:00 – 17:00
(registration from 08:15)

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Job title: ___________________________ Organisation: ___________________________

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Any special requirements, such as dietary or disabled facilities?

Event name: ___________________________ Date: ___________________________ Price: ___________________________ Event code: ___________________________

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Or Please debit my credit / debit card (delete as applicable) £ ___________________________ Visa ☐ MasterCard ☐

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020 7563 4590

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