Saturday, December 8, 2012

Shifting Difficult Conversations from Problems to Possibilities

*Presented by: Jill Ceccolini, MSW, RSW & Debbie Van Horne, MSW, RSW*

**Course Outline**

It may have been a surprise for you to learn that your success in Dentistry requires more than your knowledge and skills as a dentist. You have come to realize that you must also be an excellent communicator in order to negotiate the daily myriad of conversations with patients, staff, colleagues, students and business persons. It is likely that you are in a position of taking the lead in these conversations, which often focuses on a problem that requires a fix. Is it possible for anyone to develop the expertise in so many areas? How does a person become proficient in such skills?

This program is designed to provide professionals involved in Oral Health with skills to respectfully shift difficult conversations away from a focus on problems in order to invite possibilities and solutions. This will involve exploring a particular set of ideas and beliefs that act as building blocks for cooperative and collaborative conversations. The program will also focus on the illustration and practice of skills that are likely to result in the desirable outcome of strong working relationships in a wide variety of practice settings. The day long, interactive learning opportunity will employ short presentations by the facilitators as well as small group activities and practice exercises.

**Course Objectives**

Upon completion of the program participants will:

- Be familiar with some of the foundational beliefs of solution building conversations
- Be able to utilize solution-building skills in difficult conversations to enhance collaboration and cooperation
- Be able to find applications for these skills in everyday professional practice

*Continued on next page*

To help make this course as practical and useful as possible, the presenters invite emails briefly describing the most difficult, challenging or awkward clinically related communication scenarios that you’ve encountered. Please email vignettes to:

jill.ceccolini@ns.sympatico.ca
Debbie.VanHorne@forces.gc.ca
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About the Presenters

Jill Ceccolini, MSW, RSW is a social worker, educator and therapist utilizing Solution Focused Therapy, a collaborative, strengths-based approach in her clinical practice and in her work as a supervisor and trainer.

She is a full time clinician, working with individuals, couples and families, at the Canadian Forces Health Service Centre Atlantic and in her private practice. Jill is a co-director of Halifax Brief Therapy Centre, a private training and supervision consultation service. Since 1996, Jill has been teaching various levels of counselling skills at Dalhousie University, through the School of Social Work degree programs and through the Continuing Education Program.

Debbie Van Horne, MSW, RSW has worked as a social worker for over fifteen years in both clinical mental health and non-profit community-based programs. She currently works as a family therapist in private practice and for the Canadian Forces Health Service Centre Atlantic. She has also worked as an educator on group facilitation, mediation and counselling. In her commitment to addressing the health needs of the Gay, Lesbian, Bisexual, Transsexual, Intersex community, Debbie works on an advisory council of Pride Health, a program co-sponsored by Capital Health and IWK. Further, her areas of expertise include couple therapy, family violence and working with youth. Her work is primarily influenced by collaborative strength-based approaches to therapy such as narrative and solution-focused therapy.

Registration Info

Early Bird Registration Date:
November 23, 2012
Check-in: 8:30 am
Course Times: 9:00 am - 4:30 pm
Location: Faculty of Dentistry Room 3156
Credits: 6 hours of Lecture
Fees:

Until Nov. 23
DDS: $280
ADHP: $150

After Nov. 23
DDS: $330
ADHP: $175

Continental breakfast and lunch provided