

Central Oregon Dental Hygienist's Association  
present their Fall 2011 CE course & Annual Business Meeting

## It's not what you say: It's how you say it

Communication tools to improve relationships with Seniors

Friday, November 11<sup>th</sup>, 2011

Check-in 8:30 to 9:am

Course: 9:00am to 12 noon

Lunch (included in Registration cost): 12:00 to 12:30pm

We invite all CE attendees to stay for CODHA's Annual Business Meeting from 12:30-1:30pm  
(Those who do not attend the CE are still welcome to join us for our Business Meeting)

at Dr. Gobeille Orthodontics  
1725 SW Chandler Ave.  
Bend, OR 97702

**Course Description:** In a world where texting, chatting and talking in 160 characters or less, is becoming the mode of communication, we need to take the time to relearn the art of communication, especially when working with seniors. Our communication skills become very important because it's not all in the words we choose to say. In the dental office as well as in your personal life, the tools learned in this workshop will enable you to create rapport, understand others and be better understood.

**In this workshop you will learn how to:**

- Build rapport instantly and influence with integrity
- Skillfully communicate with someone suffering from delusions and dementia
- Learn how to give bad news without getting shot
- Understand the developmental stage of Senior-hood
- Speak to peoples values rather than your own

**Course Presenter:** Ali Davidson, NLP, is a former owner of an in home care agency, a Neuro-Linguistic Programming Master Practitioner, a Family Legacy Coach and author of It's Between You and Me: For Adult Children and their Senior Parents.

**Registration:** This course is a first come first serve with a 50 person limit so register early. Ali Davidson is generously giving the first 20 people who sign up for this course a free copy of her book (a \$19.95 value). You can also buy her book at the class for a discounted rate of \$15.

**Complete the form below and mail with payment to Patrice Dirksen, CODHA Treasurer, 20930 Gift Road, Bend, OR 97701**

For additional information contact:

Sacha Lodge, RDH, BS, CODHA Component President

Cell: (541) 419-5726 email: serby82@hotmail.com

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First name \_\_\_\_\_ Last name \_\_\_\_\_

Address \_\_\_\_\_

Home Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Check payable to CODHA enclosed for:

\_\_\_\_\_ \$40 ADHA Member    Membership Number \_\_\_\_\_

\_\_\_\_\_ \$60 Non-Member    \_\_\_\_\_ Attending Business Meeting ONLY (no charge but lunch not included)

