

# NORTHEASTERN DISTRICT DENTAL SOCIETY

Presents a Continuing Education Seminar

## Keeping Out Of Harms Way

By: Dr. Kim Harms, Hillary Becchetti, and Anna Hermann

January 13<sup>th</sup> 2017

Kitchi Gammi Club, Duluth, MN

8:30 AM Registration

9:00 AM Lecture

12:00 PM Lunch

1:00 – 4:00 PM Lecture

6 CEU

Is your staff ready to riot? Are your patients getting poached? Are you having difficulty coping with the stresses and strains of maintaining trust with your patients in a world dominated by social media? If so, you need to attend the NEEDS January meeting "Keeping out of Harms Way". Dr Kim Harms, a Consumer Advisor and National Spokesperson for the American Dental Association for over 20 years and former President of the MDA will help you understand the key components of building trust with your patients, manage the next media dental crisis (such as the recent Flossgate), and live joyfully no matter what tragedies life holds. Dental attorney Hillary Becchetti will discuss the legal perils and pitfalls of a life in dentistry and help you clarify the legal boundaries of your relationships. Anna Hermann RN, BSN, MBA and nursing director for United Hospital in St. Paul will discuss the development of listening and verbal skills to help you manage relationship development and conflicts with patients and staff. Ms. Hermann will also describe her experience in attempting to rebuild a dynamic team of 350 nurses after a very long and divisive nursing strike. All speakers welcome pre-seminar questions and will be happy to meet confidentially by phone, email or in person to help any attendee manage a personal or professional issue.

**Registration Deadline: Friday, January 6<sup>th</sup> 2017**

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	Cost	#
NEDDS Member, Affiliate, or MDA/ADA Guest	\$95.00	_____
Staff Member or Spouse	\$65.00	_____
Retired NEDDS Member	\$65.00	_____
Non- NEDDS Member	\$115	_____
Non-ADA Member	\$275.00	_____
	Total:	_____

Names: \_\_\_\_\_

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**No refunds will be given with less than 48 hours notice**

**Checks Payable to NEDDS**

Send Registration to :

Dr. Nathan Pedersen 802 W. 42<sup>nd</sup> Street Hibbing MN, 55746  
Email: npedersendds@msn.com  
Office Phone: 218-263-8381

Be sure to keep your email address current with NEDDS. If you have any changes please email Dr. Nathan Pedersen at npedersendds@msn.com

*Please join us for this interesting and informative presentation!*



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I will attend the Executive Council Meeting **Thursday, January 5th** at the Kitchi Gammi Club, Duluth, MN **6 PM**.

Name: \_\_\_\_\_

Please Return Registrations to: **Dr. Nathan Pedersen 802 W42nd Street, Hibbing MN 55746.**