

# CONTINUING DENTAL EDUCATION

Schulich School of Medicine & Dentistry, Western University



## Talking with Patients 101: The Art and Science of Mindful Communication

Bruce Freeman DDS, DOrtho, MSc

### PROGRAM OUTLINE

Understanding what drives our behaviour can help us communicate better with everyone in our lives, including ourselves, our teams, and our families. In this seminar you will learn the neuroscience behind how we think and act, allowing us to deal with people with more confidence, and most importantly, less stress. You will also learn the steps and wording required to help encourage mental wellness in addition to self-care strategies.

### LEARNING OBJECTIVES

**By the end of the course, participants will be able to:**

- Define patient experience and mindful communication.
- Identify details that may be overlooked and may lead to miscommunication and conflict.
- Highlight communication strategies that work and those that do not.
- Engage in activities to develop and practice exceptional communication which leads to less stress and happier teams and patients.

### ABOUT THE SPEAKER



**Dr. Bruce Freeman** is an Assistant Professor at the University of Toronto's Faculty of Dentistry. He completed an Advanced Education in General Dentistry program at Eastman Dental Center in Rochester, New York, and a Diploma in Orthodontics and Master of Science degree in orofacial pain at the University of Toronto. He is Co-Director of the Hospital Dental Residency Program and Facial Pain Unit at Mount Sinai Hospital, where he participates in research and cares for patients with complex facial pain disorders in addition to training hospital and specialty residents.

Dr. Freeman lectures internationally on clinical orthodontics, facial pain, patient experience, mindful communication, and virtual surgical planning. Dr. Freeman is a certified yoga instructor with additional training in breathing techniques, meditation, and trauma informed movement, always emphasizing how self-care leads to the best patient care.



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**SEPTEMBER 27, 2024**  
(in-person)

### EVENT DETAILS

#### Date and Time:

**Friday, September 27, 2024**

8:00am-8:45am Registration

9:00am-11:30am Lecture

12:00pm-2:00pm Trade Show

Followed by Q&A

#### Location:

**Best Western Plus Lamplighter Inn & Conference Centre**

591 Wellington Rd  
London, ON N6C 4R3

*Continental breakfast and lunch included*

### CREDITS

**RCDSO Category 1  
MCDE 3  
AGD Code 550  
3 Hours**

### TUITION

**Before September 15, 2024  
(Early Bird Registration)**

Dentist: \$175

Non-Dentist: \$175

**After September 15, 2024**

Dentist: \$200

Non-Dentist: \$200

**\*Registration closes September 23**

**No charge for FT/PT faculty,  
pre-registration is required**

*Space is limited so register early!*

**REGISTER ONLINE** at [schulich.uwo.ca/dentistry/cde](http://schulich.uwo.ca/dentistry/cde)

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