



CADAT / CDAA Joint Annual Conference April 29 – 30, 2022



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Name of Course: Identifying Soft Skills that Translate to Performance

Course Content Outline:

This course will blow you away with the things that no one talks about, this will make or break anyone into a Rockstar. Soft Skills are used everyday but if we don't sharpen them or know what they are, success is harder to find. This class is fun, fast paced and interactive, leaving an impact on you to include the unseen parts of a student's growth.

Objectives discussed: What works with reading body language, How to develop relationships with patients that grow a practice, How to set time boundaries that help the patient feel supported, What helps me get hired, How to remain flexible when interacting within office politics.

Educational Objectives:

1. Instructors will discover the fun in experimenting with role play to support soft skills
2. Instructors will identify what soft skills are necessary to succeed in every office
3. Instructors will define each soft skill and the importance of advocating for them
4. Instructors will assemble role playing modalities specified in this course

Speaker Bio

Michelle Callaghan is a Dental Practice Specialist. She has BA in Communications and Chemistry and found her passion in educating Dental Clinicians on how to elevate and transform the patient's experience. She travels all throughout California speaking to large groups on how to relate and align with patients and increase compliance while addressing disease to better serve communities.

She comes to you with 37 years of clinical chairside experience. She has served as a Clinical Director for a California college and has led advisory boards on how to teach dental students.

She is a liaison from universities such as USC, UOP and UCSF, sharing their cutting-edge industry knowledge with Doctors and their staff in **3M** Dental Science. Her experience has increased production, streamlined procedures and costs for corporations, colleges, community clinics and thousands of private practices.