



## New Provider Symposium 2023

### Mandatory and Fundamental Continuing Education Credits for New-to-practice Dental Professionals

Friday, October 27, 2023

Zoom Webinar

#### Preliminary Program

8:30

#### Yes, You're a Smartie. But Are You Emotionally Intelligent?

Tsitsi Hungwe, DMD

Assess the types of EI found in today's literature

Take part in an EI quiz and examine your areas of strength and development, from operating with integrity to setting well-placed boundaries

Discuss cases where limited EI negatively impacted desired outcomes versus situations where high levels of EI propelled young professionals forward

10:00 Break

10:15

#### Conflict Management Strategies: Staying Authentic While Turning Down the Heat

Tsitsi Hungwe, DMD

Mesh with the dental office culture while showing up as the real you

Assess Conflict Resolution Styles

Analyze conflicts and consider what could have been done during these experiences to find common ground and move the needle forward

Recognize when conflict can be good for the team and the trajectory of your career

Discuss cases you can use the Agreement Frame to address everyday office conflicts, from patient care planning to daily office operations to politics

11:45 Break

12:30

#### The New Provider's Field Guide to the Minnesota Board of Dentistry

Bridgett Anderson, LDA, MBA

Discuss the role of the Board of Dentistry

Consider how you can become involved in Board initiatives throughout your career

Assess the most common types of complaints and actions that impact new providers and their practices

1:00 Break

**1:10**

### **Building Your Game Plan Around Infection Control and Safety**

**Karen Daw, MBA, CECM**

Analyze the regulatory bodies and organizations that influence infection control and safety in dentistry

Consider your role in infection control and protection as a new provider

Build a culture of safety within your dental practice while maintaining a sense of fun and collaboration in the office

Play with apps and online forms that can streamline your approaches to infection control and safety

**3:00 Break**

**3:15**

### **You're Approved for Take Off**

**Bryan Laskin, DDS**

Consider what you really want from your career

Analyze the vast pool of opportunities today's dental professionals pursue - from consulting, to content development, to continuing education

Launch your entrepreneurial spirit toward next-generation dentistry and tech innovation

**3:45 Adjourn**

### **Meet Our Presenters**

**Tsitsi Hungwe, DMD**, is a general dentist and the CEO and Founder of Higher Mountaintops, LLC. She is a Certified Maxwell Leadership Team Speaker, Trainer, Coach, and a Registered Corporate Training Executive. She earned her Bachelor's Degree in Biochemistry and Molecular Biology from Michigan Technological University and completed her dental studies at the University of Louisville School of Dentistry. Dr. Hungwe has experience as a Public Health Dentist and has worked in private practice. She is well accustomed to working as a Dentist with a diverse patient population of all ages and backgrounds. Higher Mountaintops has been featured in New York Weekly and CEO Weekly. The esteemed firm exists to support early career professionals who desire coaching, networking, and ongoing mentoring support, so they can move towards the greater vision they have for themselves.

**Bridgett Anderson, LDA, MBA**, has nearly 20 years of experience in the dental field. Her expertise ranges from clinical dentistry, previously as a licensed dental assistant and dental office manager, to dental safety, prevention and regulation. She holds a Bachelor's degree in biology and a Master's degree in Business Administration. She is the Executive Director of the Minnesota Board of Dentistry, the state agency responsible for the licensure and regulation of over 17,000 dental professionals in Minnesota.

**Karen K. Daw, MBA, CECM**, is an award-winning national speaker, author of numerous articles and CE courses on safety in dentistry, and a trainer for practices and healthcare systems across the country. She earned her BA from the Ohio State University and her MBA, concentrating on Healthcare Administration and Business Management. After graduating, the Emergency Department recruited her to serve as Assistant Director of Sterilization Monitoring and Health and Safety

Director for the OSU College of Dentistry. Karen is a proud member of the Organization for Safety Asepsis and Prevention, where she also served as co-chair for their Annual Conference and Infection Control Boot Camp.

**Bryan Laskin, DDS**, completed his undergraduate work at the University of Wisconsin-Madison and his dental studies at the University of Minnesota School of Dentistry. He opened his practice, Lake Minnetonka Dental, over 20 years ago. He is the creator of Upgrade Dental, Digital Nitrous, and OperaDDS, co-founder of ToothApps, and author of the Amazon best-selling book The Patient First Manifesto. Dr. Laskin excels at helping others integrate technology and teamwork into their dental practices. He is a member of the American Dental Association, Minnesota Dental Association, and the Minneapolis District Dental Society.

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