Discovering the H Factor
Dental Protection brings two events to Northern Ireland

Following the success of previous events Northern Ireland, Dental Protection is pleased to be offering two further events in Belfast and Derry. Responding to feedback from members, Dental Protection is presenting two ‘Discovering the H Factor’ events, which had been a resounding success when they were delivered at venues across the Republic of Ireland earlier in the year.

The events will take place during October 2010 when speakers Hugh Harvie and Brian Edlin will discuss the ‘H’ Factor – human nature – and will explore why it may not be possible to keep all of our patients happy all of the time.

These team-focused evening lectures are designed to help all members of the practice identify difficult patients in advance, in order to adopt techniques and practices to assist them in proactive, as well as reactive, management. The session will also explore the ethical standards expected by the GDC, and provide examples of situations where litigation could have been avoided.

**Dates for your diary**

- **Wednesday 13 October** – City Hotel, Derry (Hugh Harvie presenting)
- **Thursday 14 October** – Belfast Waterfront, Belfast (Brian Edlin presenting)

The lectures are open to all members of the dental team and cost £60 for DPL members, £50 for DPL Xtra members (practice programme) and £75 for non-members. Accompanying staff members (dental nurses, technicians, receptionists and practice managers) can attend free of charge.

Including 1.75 hours verifiable CPD for all members of the dental team and cost £80 for DPL members, £50 for DPL Xtra members (practice programme) and £75 for non-members. Accompanying staff members (dental nurses, technicians, receptionists and practice managers) can attend free of charge.

The H Factor joins a growing list of prestigious educational events organised by Dental Protection that includes the team-based regional Horizons events, the Premier Symposium organised in conjunction with Schülke and the Young Dentist Conference in association with the BDA and BDJ.

For more information, delegates can visit www.dentalprotection.org/newsnevents/events/hfactor or contact events@dentalprotection.org.

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