Sometimes when we meet people, we just click with them. We get along with them without any effort. Yet there are other people who seem nice enough, but we do not develop the same bond with them. We develop a rapid and strong rapport with some and not with others. Trust develops hand-in-hand with rapport.

Expressing yourself

Neurolinguistic programming (NLP) gives us insight into why we click like this and how we can develop a strong and lasting rapport with our patients. We all have five senses that we use to make sense of the world as we experience it. These are touch, taste, smell, sight and hearing. In dentistry, we don’t do much licking or sniffing of our patients although they might do it to us. The main senses we use are visual, auditory and kinaesthetic (feelings). Rapport is quickly developed when we express ourselves using the same sense as the predominant or leading sense that the other person uses. We trust people who perceive things the same way we do.

Tuning in

Kay and Tinsley (2004) report that although we all use all these senses, 35 per cent of us are primarily visual, 25 per cent are auditory and 40 per cent are kinaesthetic. The words people use indicate their perception. If we can tune into these and give similar signals back to them through our words, they will realise that we can perceive things as they do. This in turn enables them to trust us and develops a strong and lasting bond.

A visually orientated person may be motivated by potential visual improvement, find visual aids such as models or follow-up leaflets helpful, but he easily distracted by unwanted visual stimuli such as messy hair or something else that they can see going on.

A visually orientated person may be motivated by potential visual improvement, find visual aids such as models or follow-up leaflets helpful, but he easily distracted by unwanted visual stimuli such as messy hair or something else that they can see going on.

A visually orientated person may be motivated by potential visual improvement, find visual aids such as models or follow-up leaflets helpful, but he easily distracted by unwanted visual stimuli such as messy hair or something else that they can see going on.

An auditory person will benefit from being told information as they will remember how things sounded to them. For such a person spoken instruction should accompany written data, preferably following shortly after it. They will be easily distracted by background or extraneous noise. A kinaesthetic person may be motivated by the smooth feel of our dental work or of a plaque-free mouth. They may benefit from touching models and the feel of practising toothbrushing.

There is not a lot of evidence to support the ‘Tell, show, do’ technique taught at dental schools, but it makes a lot of sense if we consider that it covers auditory, visual and kinaesthetic modes.

Reference


Trust me, I’m a dental student

Would you follow the advice of someone you don’t trust? Probably not, says Mike Wanless who discusses how developing rapport with clients is being taught.

A visually orientated person may be motivated by potential visual improvement, find visual aids such as models or follow-up leaflets helpful, but he easily distracted by unwanted visual stimuli such as messy hair or something else that they can see going on.

An auditory person will benefit from being told information as they will remember how things sounded to them. For such a person spoken instruction should accompany written data, preferably following shortly after it. They will be easily distracted by background or extraneous noise. A kinaesthetic person may be motivated by the smooth feel of our dental work or of a plaque-free mouth. They may benefit from touching models and the feel of practising toothbrushing.

There is not a lot of evidence to support the ‘Tell, show, do’ technique taught at dental schools, but it makes a lot of sense if we consider that it covers auditory, visual and kinaesthetic modes.

Reference


The best CBCT scanner just got More Affordable

Introducing the new 8cm scan height

$72k +VAT

NEW 8cm scan height – perfect for implant placement
NEW Extended Diameter Scan – perfect for TMJs
NEW Adjustable scan heights from 4cm to 8cm – perfect for keeping the dose as low as reasonably achievable
NEW Fast scan times of 8.9 and 23 seconds – perfect for avoiding patient movement
SAME reliable flat panel technology and all the things that made the i-CAT the best CBCT scanner on the market.

The best CBCT scanner just got More Affordable

Introducing the new 8cm scan height

$72k +VAT

NEW 8cm scan height – perfect for implant placement
NEW Extended Diameter Scan – perfect for TMJs
NEW Adjustable scan heights from 4cm to 8cm – perfect for keeping the dose as low as reasonably achievable
NEW Fast scan times of 8.9 and 23 seconds – perfect for avoiding patient movement
SAME reliable flat panel technology and all the things that made the i-CAT the best CBCT scanner on the market.

The best CBCT scanner just got More Affordable

Introducing the new 8cm scan height

$72k +VAT

NEW 8cm scan height – perfect for implant placement
NEW Extended Diameter Scan – perfect for TMJs
NEW Adjustable scan heights from 4cm to 8cm – perfect for keeping the dose as low as reasonably achievable
NEW Fast scan times of 8.9 and 23 seconds – perfect for avoiding patient movement
SAME reliable flat panel technology and all the things that made the i-CAT the best CBCT scanner on the market.
Sirona CEREC – Now the patient’s choice

Dentists and patients alike appreciate the one appointment required to make, fit and finish the perfect restoration with CEREC from Sirona.

The CEREC CAD/CAM system produces highly aesthetic, perfectly fitting, long-lasting all-ceramic restorations quickly and efficiently in your own practice.

With more and more patients now asking for Ceramic restorations, Sirona offers the perfect opportunity to recommend to your patients a wider choice of treatment. CEREC from Sirona ensures that you can be absolutely confident that the patient is getting the very best treatment the industry has to offer.

Sirona believe their CEREC 3D System is now even easier to use offering cost effective restorations with high financial returns.

For further information please contact Sirona Dental Systems on 0845 071 5040. 

Visit Stand MO4 for your free Adhere One Sample

Visit Stand MO4 for your free Adhere One Sample

There’s something for everyone at NSD, and we’d like to give you the opportunity to have first hand experience of our wide variety of high quality, durable handpieces and equipment, and invite you to visit us at stand J03, Dental Showcase 2008.

If you’re unable to attend this year’s Showcase but would like to see our products in action then feel free to contact one of our Product Specialists, who will be more than happy to come and visit you. For those in the South of England please contact Dominic Ven timigila on 07900 246822 and for those in the North of England please contact Pauline Jones on 07872842175. If you’re from Scotland or Ireland you’ll be pleased to know you can contact our new Territory Manager, Angela Glasgow, on 07525911006.

New Exciting Products from GC UK at Showcase 2008

GC UK is at the forefront with new technology and techniques. The latest addition to GC’s portfolio is EQUIA. Defining a totally new approach to restorations based on glass ionomer technology has never been so aesthetic, translucent, high-performing and economical! Fuji IX EXTRA and G-Coat PLUS are the first to combine easy and quick handling with perfect physical and incomparably aesthetic properties, which means: double the power for double the performance combined with natural optical characteristics.

That’s not all – GC UK has recently introduced Unifast III self-curing acrylic resin, FujiCem Automix luting cement and Tissue Conditioner – revolutionary patented all-in-one soft relining and conditioning material.

For further information please contact GC UK on 01908 218 999.

Visit Stand F10 for unbiased advice on all your digital imaging needs

With over 10 years experience in this rapidly evolving field, they appreciate that every Practice is different and has individual requirements. Not restricted to just one or two manufacturers they supply what they believe are the best products on the market, products that can integrate with any Practice Management Software to deliver seamless integration and paperless Practices.

The company are so convinced of the benefits that they are offering you a free 30-day trial in your own practice. For further information please contact Bachman directly on 0800 581 108.

Visit Stand E07 to see all the new developments in CEREC®

Eliminating Laboratory costs, CEREC® is a computer-aided method for creating precision fitting all-ceramic restorations at the chairside. It enables Dentists to design and create precision fitting all-ceramic inlays, onlays, partial crowns, veneers and crowns for the anterior, premolar and molar regions in one visit. Eliminating the need for messy and time consuming impressions, CEREC® utilises a digital impression taking technique to capture the data required to design the restoration which is then milled from a solid block in the milling unit. The milling unit can be situated anywhere within the Practice, even as a fascinating eye-catcher in the waiting room.

CEREC® restorations have a proved track record dating back to 1985 and over 600 Dentists have already bought CEREC® in order to double their profits.

For further information contact Ceramic Systems Limited on 01952 582930, e-mail sales@ceramicssystems.co.uk or visit www.ceramicssystems.co.uk.

A Fabulous Show – Guaranteed By Kerr!

See Kerr’s innovative products first hand; with two new products guaranteed to make your working life more pleasurable! The extended Herculette family now includes the aesthetic anterior and posterior Herculette XRW Ultra with Nano technology.

NEW Maxcem Elite with improved bond strength from Kerr takes cementation to the next level of simplicity. This self-etch, self-adhesive resin cement is perfect for all indirect restorations.