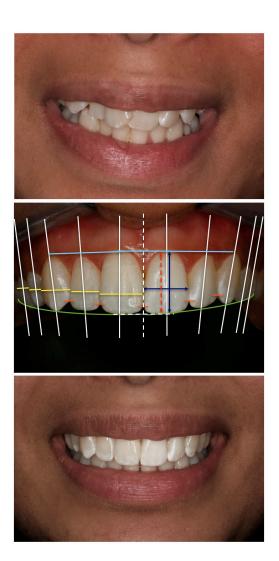
# advanced dental seminars



# Cosmetic Dentistry & Aesthetic Restorative Dentistry

# comprehensive one-year course

# 2019-20

# Since 2003, over 1500 dentists have completed this programme. Hope you can be part of the ADS class of 2020!

# **Curriculum summary**

Cosmetic & Aesthetic Dentistry has changed completely over the last 10-15 years. And following these changes, our programme has evolved in that time to continue to make sure it is still the best programme in the UK.

This course is all about treating a whole mouth, building aesthetics and function into the treatment plan - regardless of whether it's a veneer, crown, inlay-onlay, composite bonding or orthodontic case. By the end of the year, you will be able to make a comprehensive assessment of all the potential risks for your cases – be they dental, periodontal, occlusal, or aesthetic – and develop full mouth treatment plans.

Using our tried and tested system, you will develop your clinical skills and confidence during the year. The first half of the programme will re-examine many of the techniques you will carry out on a day-to-day basis, to give a foundational skill set that is built upon in the second half of the year as we consider the comprehensive treatment of the whole mouth as a functional and aesthetic entity.

#### Here is a summary of the topics covered...

Aesthetic treatment planning Smile design Evidence-based dentistry in day to day practice Colour in dentistry Shade matching Colour mapping Clinical photography Digital tools for treatment planning Case assessment Comprehensive case management Functional treatment planning Tooth whitening Tooth preparation design Minimal intervention techniques Microabrasion Resin infiltration Caries risk management Periodontal disease risk management Veneers, Crowns, Bridges Inlays & onlays Post & core restorations Adhesion to tooth tissue Anterior & posterior composite restorations Composite resin layering techniques Bulk fill composite techniques Internal colour effects with composite resin All-ceramic restorations Laboratory communication Use of diagnostic waxups & preparation guides Provisionalisation

Soft tissue management & cosmetic periodontics Ovate pontic site creation Use of pink porcelain/composite Implant aesthetics Aesthetic bridge design Aesthetic denture design Tooth wear: diagnosis & treatment Occlusion Occlusal case complexity assessment Occlusal management Appliance therapy in general practice TMD management in general practice Case presentation skills Medico-legal aspects Patient communication Consent & expectation management Fee setting Aesthetic practice development Internal & external marketing Interdisciplinary case management Working with specialist colleagues Modern metal-ceramic restorations Full Mouth rehabilitations Maintenance Aftercare & repairs Failures and how to avoid them

# **Detailed Course Programme 2019-20**

# **Overall learning objectives**

After completion of the whole course, participants should have gained knowledge & understanding of following:

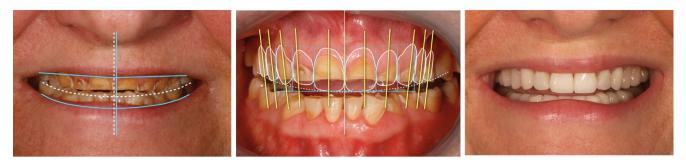
- <u>current concepts and techniques</u> in dentistry;
- <u>current materials and techniques for contemporary restorations</u>, with an emphasis on minimising invasiveness in the provision of these restorations;
- a structured approach to the diagnosis, planning and execution of aesthetically-driven treatment plans;
- the <u>role of orthodontics</u>, <u>periodontics and other specialties</u> in developing and delivering the treatment plan;
- a <u>structured approach to patient communication</u> to maximise patient involvement and minimise risk in planning and delivering treatment;
- the use of digital smile design as a way of planning and communicating treatment plan

This knowledge is built through the year, via the structured programme.

This is not a modular programme – there are many recurring themes throughout the year, so the material covered in the middle of the year builds on what was covered at the start. In the same way the material at the end of the year builds on what was covered before.

This is why it is crucial that if you manage to book yourself on the programme, you should block the course dates in your diary in order to not miss a session.

# Day 1: Aesthetic & functional treatment planning



#### Smile design, Occlusal foundations

#### Lectures & Literature discussions:

Aesthetic treatment planning:	facial aesthetics		
	facial landmarks in aesthetic treatment planning		
	smile analysis & visualisation of the aesthetic outcome of treatment		
	"smile design": aesthetic dental treatment planning		
	why smile design is not just about veneer cases		
	traditional and digital tools for smile design		
Functional treatment planning:	occlusal foundations for restorative dentistry and aesthetic orthodontics		
	assessment of the occlusal system		
	assessing the impact of the treatment plan on the patient's occlusion		
	rules for occlusal management in everyday dentistry		
	occlusal case complexity assessment: conformative vs. reorganised approaches		

Overview of different approaches to aesthetic & functional treatment planning: DSD, FGTP (EFSB), Dawson, Swiss 3-step

Evidence-based dentistry: separating scientific journals from clinical newspapers Implementing research findings into daily practice

Practical: Smile design exercises

#### Learning objectives

After the Day 1 programme, participants should have gained the following:

- 1. An appreciation of the <u>changes in dental care in the US and the UK over the last 20 years</u>, and the impact this will have on the future of care in this country;
- 2. An overview of the process of comprehensive dental treatment planning;
- 3. An understanding of the art and science of facial and dental aesthetics and to learn a structured, logical approach to <u>aesthetic dental treatment planning</u> ("smile design").
- 4. An understanding of how some of the rigid classical concepts of treatment planning have given way to <u>modern, more</u> <u>flexible approaches;</u>
- 5. An understanding of the interplay between the different factors in smile design;
- 6. An understanding of traditional and digital tools used in the smile design process;
- 7. An understanding of the <u>foundational functional concepts in the healthy occlusal system;</u>
- 8. A system of assessing case complexity based on the impact of the treatment plan on the patient's occlusion;
- 4

# Day 2: The consultation & diagnostic process



#### Consultation skills: Patient assessment, Photography, Consent, Fee setting, Treatment presentation

#### Lectures & Literature discussions

Internal vs external marketing to identify interested patients

Structured consultations for new & existing patients

Consultation technique: communication skills

- Comprehensive patient assessment:
  - what an NHS exam covers and what it does not
  - risk management via a comprehensive exam
  - aesthetic consultation structure: 1 visit vs 2 visit
  - essential vs. case-specific information

Discussing elective treatment with your patients – making a 'problem list'

Co-diagnosis for enhanced communication in the consultation

Developing the treatment plan

Fee setting

Case presentation

Consent to treatment / other medico-legal aspects

Clinical photography: record-keeping and beyond choosing the right camera for you photographic technique for quality, reproducible images standardised photographic views for records and treatment planning which additional views to take for DSD, orthodontic cases or for shade matching <u>Hands-on</u> Photography practical: all participants to be photographer/assistant/patient view and critically evaluate each others' results at end of session

Learning objectives

After the Day 2 programme, participants should have gained the following:

- 1. A systematic way to record clinical information prior to aesthetic treatment planning;
- 2. Information on using a <u>structured approach to aesthetic consultations</u> to ensure good communication between dentist and patient;
- 3. An appreciation of the <u>different kinds of interpersonal communication</u> and how they affect the message we try to get across;
- 4. An understanding of the source of common medico-legal complications of aesthetic and cosmetic treatment;
- Introduction to a reproducible scheme for <u>clinical photography</u> to aid record keeping and self-evaluation of treatment outcomes;
- 6. An appreciation of how to ensure <u>valid consent</u> is given;

- 7. An understanding of different strategies for fee setting for small and larger courses of treatment;
- 8. Knowledge of how to discuss treatment plans with patients, present treatment and discuss fees.

# Day 3: Minimal intervention aesthetics



#### Adhesion / Bonding; Micro-abrasion; Resin infiltration; Bleaching

Lectures & Literature dis	cussions		
Adhesion to tooth tissue:			
	historical approaches vs. current practice: total etch, self-etch & selective etch		
	immediate dentine sealing		
	adhesion to porcelain and composite		
Resin infiltration for smo	oth-surface caries and white spot discolouration		
Microabrasion & Mega-a	Microabrasion & Mega-abrasion		
Cosmetic (re)contouring			
Simple orthodontics as a	means of minimising intervention		
Orthodontic components of the patient assessment			
Market overview	v: removable appliances, clear aligners, fixed appliances, branded alignment products		
	what can (and cannot) be easily achieved with the different orthodontic "systems"		
Choosing the tre	eatment modality: restorative vs. orthodontics		
Bleaching:	home, in-surgery, "assisted", non-vital methods		
	complex bleaching: single dark teeth, tetracycline staining, fluorosis		
	tray fabrication		
	over-the-counter products		
	legal update on bleaching		
	marketing whitening within the practice		
	"therapeutic aesthetics": anti-caries use of bleaching products		
Hands on:	Micro-abrasion		
	Resin infiltration		
Learning objectives			

After the Day 3 programme, participants should have gained the following:

- 1. An understanding of <u>current products available for adhesion ("bonding")</u> to tooth tissue and other substrates;
- 2. Knowledge of appropriate product selection for different scenarios to optimise adhesion;
- 3. An appreciation of the importance of substrate control;
- 4. An understanding of <u>non-invasive and minimally invasive techniques</u> for management of anterior aesthetic problems;
- 5. Knowledge of current concepts of <u>resin infiltration and micro-abrasion</u>;
- 6. An understanding of when to use <u>cosmetic contouring</u> to achieve a more ideal embrasure form;

- 7. An introduction to introducing adult orthodontic treatment into general dental practice;
- 8. An understanding of orthodontic assessment in the adult patient;
- 9. An appreciation for how simple orthodontics can <u>reduce or eliminate the need for tooth preparations;</u>
- 10. An overview of different systems for tooth whitening and an appreciation of when to use which one;
- 11. An introduction to the skills of <u>patient expectation management</u> using bleaching as the treatment.

### Day 4: Single anterior veneers & crowns; the restorative workflow



Shade matching; Prep & Temp guides; Tooth preparations; Impressions; Temporaries

#### Lectures & Literature discussions

Case workflow:	integrating the aesthetically-driven workflow into routine anterior cases	
	step-by-step execution of the treatment plan	
	use of diagnostic wax-ups, matrices and preparation stents	
	minimising intervention for veneer cases using the bonded mockup (APR/APT "Gurel") technique	
	luting / cementation & finishing; post treatment review & maintenance	
Impressions:	impression taking: comparison of different methods	
Temporary restorations:	role of chairside provisionals; provisionalisation techniques	
Colour in dentistry:	the dimensions of colour	
	visual perception of colour	
	dental tissues and colour perception	
Shade matching:	the scientific basis of colour measurement	
	the problem of matching single restorations	
	better use of shade guides	
	impact of lighting conditions on shade matching	
	seeing & mapping internal colour effects	
	computer-assisted shade matching	
	laboratory communication of colour information	
Ceramics:	overview of available products; comparison of clinical & aesthetic properties	
	tooth preparations for veneer & all-ceramic/traditional crowns	
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<u>Hands on:</u>	Colour mapping & shade taking exercises	
	Veneer preparation using APR-APT technique to minimise preparations	
	Chairside temporisation techniques	

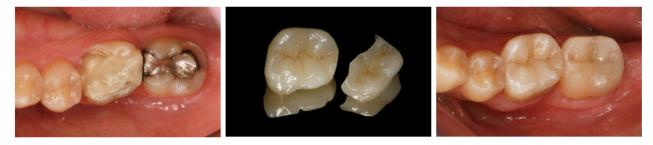
#### Learning objectives

After the Day 4 programme, participants should have gained the following:

1. Knowledge of a visit-by-visit clinical workflow for indirect restorations, from initial appointment to final review;

- 2. A working knowledge of the <u>inter-relationship of hue, value, chroma and other factors in colour matching</u> for restorative dentistry;
- 3. An understanding of the importance of <u>correct lighting for accurate shade selection and colour mapping</u>;
- 4. A system for evaluating, recording and communicating internal colour effects in the natural dentition;
- 5. A reliable method for <u>shade selection;</u>
- 6. An appreciation of the <u>differences in physical</u>, <u>aesthetic and biomechanical properties of current all-ceramic</u> <u>restorations</u>;
- 7. An understanding of clinical <u>ceramic material selection</u>, preparation design and luting cement selection based on these properties.
- 8. Knowledge of different <u>preparation techniques for veneer cases</u> and an understanding of how tooth preparations can be influenced by the desired outcome and the material chosen;
- 9. Knowledge of chairside <u>direct temporisation</u> techniques;
- 10. Understanding of <u>cementation</u> techniques.

# Day 5: Posterior aesthetic restorations



#### Posterior composite; Layering vs. Bulk-fill; inlays, onlays

#### Lectures & Literature discussions

Modern approaches to caries diagnosis, risk assessment & control

The range of posterior restorations: direct restorations, inlays, onlays, endo crowns, onlay crowns, full crowns			
Caries management:	current concepts of diagnosis & risk asessment		
	minimising intervention in caries treatment: prevention of extension		
Posterior direct restorations:	repeat interventions – caries vs electively-driven		
	the amalgam debate: what to say to patients		
	layering vs. bulk fill techniques		
	creating internal colour effects: fissure stains & hypoplastic areas		
	finishing, polishing & texturing		
Restoration of endodontically trea	ated teeth: aesthetic posts		
	current concepts of structure & function for post-retained crowns		
	ferrule effect		
	discoloured teeth: ditch preps & localised opaquing		
	decision-making on endodontic re-treatment before post placement		
Indirect restorations:	ceramic vs. composite		
	partial coverage vs. full coverage		
	onlays as a conservative alternative to crowns		
	core buildups: why & when?		
	restoration of the endodontically treated posterior tooth		
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Hands on:	Posterior direct composite – layering & bulk fill		
	Direct post placement & core buildup		

#### Learning objectives

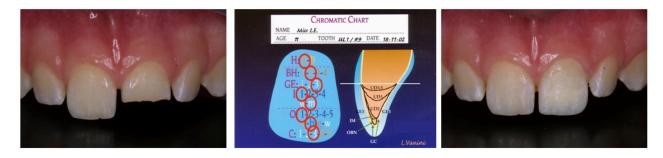
After the Day 5 programme, participants should have gained the following:

- 1. An appreciation of the range of posterior restorations possible with modern restorative materials;
- 2. Knowledge of current approaches to caries diagnosis and management based on risk assessment;
- 3. An understanding of the <u>differences between treating primary caries and replacement of old restorations</u> with these materials;
- 4. A better understanding of the <u>potential problems that can arise in the placement of direct restorations in class I & II cavities</u> and how to limit these problems;
- 5. To learn when direct posterior restorations are inappropriate and to understand appropriate alternative treatments;

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- 6. An understanding of the <u>different preparations and materials for indirect posterior restorations</u> and the strengths and weaknesses thereof;
- A working knowledge of how adhesive dentistry can allow for more <u>conservative approaches to treatment with both direct</u> <u>and indirect restorations;</u>
- 8. Understanding of when to use <u>aesthetic posts and core build-ups on posterior teeth</u>.

# Day 6: Advanced anterior composite restorations



#### Anterior composite layering, class IVs, diastema closure, peg laterals

Lectures & Literature discussions		
Composite resins:	physical vs. optical properties	
	concepts of shading: Vita vs. non-Vita	
Class III & V restorations	material selection for different cavity configurations	
	marginal bevels	
Class IV restorations	layering techniques for anterior direct restorations	
& direct resin veneers:	marginal bevels	
	colour mapping for large composite restorations	
	minimal intervention with direct composite	
	use of wax-ups and layering matrices	
	creating internal effects: mamelons, incisal translucency & white spots	
	finishing, polishing & texturing	
	using indices for large composite resin buildups	
Hands on:	Colour mapping for composite restorations	
	Anterior direct composite – building the colour map,	
	Finishing, texturing, polishing	
	Diastema closure	
	Class IV restoration	

#### Learning objectives

After the Day 6 programme, participants should have gained the following:

- 1. An introduction to the materials science behind <u>modern composite resins</u> and how their physical and optical properties affect clinical usage;
- 2. To learn current approaches to anterior composite layering techniques;
- 3. To appreciate the importance of relative translucency and opacity in building restorations that mimic nature;
- 4. To practice polishing and finishing techniques that will enhance the aesthetic appearance of a direct restoration;
- 5. To recognise the <u>limitations inherent to composite resin;</u>
- 6. To learn <u>when direct anterior restorations are inappropriate</u> and appropriate alternative treatments.

# Day 7: Advanced anterior veneer cases



#### Complex veneer cases; Preparation design; Minimising invasiveness

#### Lectures & Literature discussions

Treatment planning:	aesthetic and functional planning for larger anterior veneer cases		
Complex cosmetic cases:	dark teeth, diastemas, disguising gingival recession		
	ultra minimally-invasive restorative treatment spacing and recession		
	advanced use of APR-APT technique		
Ceramics:	the ceramic marketplace: feldspathic, eMax, zirconia, Suprinity, Enamic & the others		
	variations in material selection & preparation based on the clinical scenario		
	rationale for material selection for different situations		
	managing dark teeth / metal posts under ceramic restorations		

Hands on:	preparation of a complex case for diastema closure
	preparation of a complex case for additional closure

#### Learning objectives

After the Day 7 programme, participants should have gained the following:

- 1. Further understanding of how preparation design affects the final shape of the restorations, building on material covered in day 4;
- 2. Knowledge of when to extend preparations interproximally, and how much preparation is appropriate;
- 3. A more detailed understanding of <u>techniques available to minimise tooth preparation;</u>
- 4. A more detailed understanding of ceramic material selection for challenging clinical situations
- 5. An understanding of <u>different impression materials and techniques</u> and when each of them is appropriate.

Day 8: Aesthetics & function: tooth wear, occlusal management of larger cases



#### Occlusion; Tooth wear; Dahl concept; Facebows, articulators

#### Lectures & Literature discussions

Tooth wear:	effective diagnosis & aetiologically-driven treatment		
	current guidelines for erosion screening & management		
	use of the "Dahl concept" to simplify treatment of wear cases		
	minimising intervention in wear cases		
	current concepts of bruxism management		
Occlusion II:	philosophies of occlusion		
	articulators & facebows: why, which and when?		
	the importance of anterior guidance		
	occlusal risk management for more complex cases		
	reorganisation for predictable dentistry – what, when, why and how to do it		
	CR Bite records		
	assessment of aesthetics, phonetics and function via long term provisionalisation		
TMJ assessment: TMD screening examination			
	Load testing		
Opening vertical dimension: when, why & how			
	to Dahl or not to Dahl?		

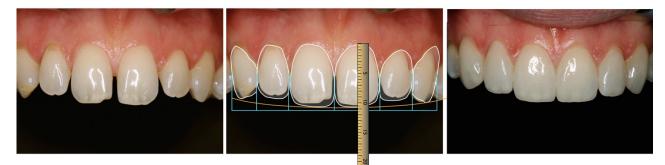
Hands on: facebow practical leaf gauge practical

#### Learning objectives

After the Day 8 programme, participants should have gained the following:

- 1. Understanding of how to diagnose and plan treatment for tooth wear cases;
- 2. Understanding of <u>risk management for tooth wear cases</u>.
- 3. A deeper understanding of the interaction between the <u>aesthetic and functional aspects of a treatment plan</u>;
- 4. An understanding of how to avoid unplanned alterations to the patient's anterior guidance;
- 5. Knowledge of the clinical stages in treating complex aesthetic cases;
- 6. An understanding of the different articulators available, and which to use for most cases;
- 7. Knowledge of <u>facebow transfer systems</u> and how the information is transferred to the articulator in the laboratory;
- 8. An understanding of the difference between <u>conformative and re-organised approaches to occlusion;</u>
- 9. Knowledge of when a re-organised approach is appropriate and the bite records that are needed;

# Day 9: Specialist interfaces in restorative dentistry; Digital planning & communication within the aesthetic team



#### Interdisciplinary cases, digital treatment planning

#### Lectures & Literature discussions

Interdisciplinary treatment: the role of orthodontist, periodontist, maxillofacial surgeon, endodontist, implant surgeon and non-surgical facial aesthetics practitioner

Management of periodontal disease in general practice: screening examination (BPE)

detailed examination & treatment guided by the BPE examination

primary vs. secondary care: what to treat, what to refer

"prognostication" of periodontally questionable teeth

Aesthetic soft tissue management: cosmetic aspects of periodontics

gingival biotypes & the dento-gingival complex

periodontal plastic surgery: gingivectomy, crown lengthening, root coverage

when to perform a gingivectomy vs. osseous crown lengthening

working with a periodontist for the procedures you do not wish to perform

how orthodontics can help with aesthetic soft tissue management

prosthetic approaches: pink composite, pink porcelain, gingival masks

The orthodontic-restorative interface

Gummy smiles: diagnosis & interdisciplinary management

Digital treatment planning for team communication

2-dimensional digital treatment planning

Introduction to 3-D Digital Smile Design

Lecture & practical: 2-dimensional digital treatment planning: demonstration & practical

#### Learning objectives

After the Day 9 programme, participants should have gained the following:

- 1. An understanding of gingival architecture and its normal variants;
- 2. An update on current concepts of periodontal disease screening and management within general practice;
- 3. An understanding of the concept of biologic width and its importance in soft tissue management;
- 4. An understanding of the consequences of violating the normal gingival architecture with restorations;
- 5. Knowledge of <u>different techniques to enhance soft tissue aesthetics</u>, both surgical and prosthodontic.
- 6. An understanding of the options for diagnosis and interdisciplinary management of gummy smile cases;

- 7. A working knowledge of the DSD digital and clinical tools and their role in the consent and communication process;
- 8. To introduce Apple Keynote as a means of providing images generated by the 2D Digital treatment planning process;
- 9. To introduce 3-dimensional Digital Smile Design concepts & workflows.

### Day 10: Aesthetic tooth replacement



#### Bridges; Implants; Dentures; Treatment planning

#### Lectures & Literature discussions

The decision process for replacement of missing teeth

Evidence-based bridge design:	the pros and cons of fixed-fixed, fixed-moveable, cantilever, adhesive designs	
	common design flaws	
	strategies for bridges involving compromised teeth	
	aesthetic aspects: all-ceramic bridges vs. traditional PFM	
Demystifying implants:	overview of the treatment workflow, surgical and restorative	
	patient selection & assessment	
	communication with the implant surgeon to ensure optimal implant positioning	
	aesthetic considerations for anterior and posterior implants	
	soft tissue management around dental implants	
Aesthetic soft tissue management for tooth replacement:		
	ovate pontic site creation	
	papillary management around replacement teeth	
	peri-implant soft tissue aesthetics	
Aesthetic dentures:	aesthetic improvements for denture bases	
	aesthetic denture teeth: customised setups for natural aesthetics	
	design enhancements to partial dentures to improve aesthetic and longevity	
	strategies for 'claspless' dentures: workflow to combine crowns with dentures	
	historical concepts (milled crowns, stable-base dentures), precision attachments,	
	Konus/telescopic crowns, overdentures on teeth & implants	

#### Learning objectives

After today's programme, participants should have gained the following:

- 1. A systematic approach to treatment planning for replacement of missing teeth;
- 2. Understanding of the importance of short, medium and long-term planning when replacing missing teeth;
- 3. A working knowledge of the <u>balance between aesthetics and conservation</u> when planning tooth replacement;
- 4. An overview of <u>current materials and techniques for bridges</u>, dentures and implant-supported restorations;

- 5. An understanding of the <u>clinical workflow for the placement of bridges</u>, <u>dentures and implant-supported</u> <u>restorations</u>;
- 6. An understanding of how <u>aesthetic considerations</u> can affect these processes;
- Understanding of the various periodontal and prosthodontic approaches to <u>soft tissue management in relation to</u> the replacement of missing teeth;
- 8. Knowledge of when to apply the various techniques for the optimum result.

# Day 11: Planning and delivering comprehensive dentistry



#### Full mouth rehabilitations; Treatment planning

#### Lectures & Literature discussion

The comprehensive approach to tr	eatment: occlusa	l re-organisation as part of a larger treatment plan		
Simplifying diagnosis and treatmer	nt planning for ful	I mouth cases		
TMD symptoms:	differential diagnosis and management			
	the role of applia	ance therapy in restorative dentistry		
Questionable teeth:	discussing the options and involving the patient in decision-making			
Workflow for full-mouth cases:	orkflow for full-mouth cases: long-term provisionalisation			
	optimising aesth	etics, function and phonetics		
	clinical & laborat	tory sequence for transition to final restorations		
Psychologically challenging patient	s: recogni	sing and managing "difficult" patients		
Interdisciplinary aspects of comprehensive care:		building your interdisciplinary team		
		interdisciplinary team diagnosis & treatment planning		
		managing communication within the team		
		transitioning patients within the team during treatment		

#### Practical:

Treatment planning, sequencing & fee setting

#### Learning objectives

After the Day 11 programme, participants should have gained the following:

- 1. When a <u>full-mouth approach to treatment</u> is appropriate
- 2. Knowledge of when and how to reorganise the occlusion;
- 3. Understanding when appliance therapy is appropriate within the treatment plan;
- 4. Understanding of the <u>components of the occlusion</u> that should be incorporated into treatment planning for large cases;
- 5. An understanding of the <u>stages of treatment</u> and time involved for each stage, so that patient expectations can be managed and appropriate fees set.
- 6. An understanding of the <u>roles of different specialties</u> in the treatment process;
- 7. An understanding of how complex interdisciplinary cases should be sequenced and delivered;
- 8. Understanding of an effective strategy to <u>manage psychologically challenging patients</u>;

# Day 12: Aftercare, Repairs & Maintenance

### Failures: diagnosis, management and prevention



#### **Recognising & Managing failures; Treatment planning**

#### Lectures & Literature discussions

Aftercare & Maintenance Repairing restorations to extend their clinical longevity Failures: diagnosis, prevention & management Troubleshooting / repairs Learning from failures

#### Practical:

Quickfire treatment planning & fee calculation Presentation of your cases

#### Learning objectives

After the Day 12 programme, participants should have gained the following:

- 1. Knowledge of maintenance procedures and the role of the hygienist in the aesthetic practice.
- 2. Understanding of the causes of failure in aesthetic treatments;
- 3. Knowledge of the reported success and survival rates for different treatments from the literature;
- 4. Knowledge of <u>useful solutions to common problems;</u>
- 5. An understanding of the techniques available to repair existing restorations;
- 6. Knowledge of different personality traits and how these can affect dentist-patient interactions;
- 7. An understanding of how to manage <u>difficult situations and resolving them</u> to everyone's satisfaction.

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