



MileStone Bank & The New Jersey Academy of General Dentistry Present
When the Conversation Changes™ ~ Creating Meaningful Conversations
With Shawn Kent Hayashi

Wednesday, September 22, 2010 ~ 8:30 AM to 4 PM Continental Breakfast @ 8 AM; Lunch included
Crowne Plaza Hotel, 2055 Lincoln Hwy., Edison, NJ (next to Pines Manor)
AGD Course Code 555 Practice Management; 7 CE Credits

Conversations grow business. People buy from people they like talking with. You will walk away from this seminar with a better understanding of how to create more meaningful conversations and build stronger teams.

Program Objectives:

- ◆ Explore the 12 different types of conversations —how and when to use each
- ◆ Play with emotional intelligence and why it impacts every conversation
- ◆ See how your office has an organizational culture that is driven by Workplace Motivators
- ◆ How to identify your own and others' preferred communication style

Effective Communication: What people want to talk about will be determined based on their motivators, communications style and emotional intelligence. The ability to connect with people is vital to our success and growth. On occasion, people experience what are referred to as "difference of opinion" between themselves and their co-workers, bosses, spouses, children, friends, customers, or their organizations. By being able to recognize and use the 12 types of conversations, you can choose to communicate more effectively.

Shawn Kent Hayashi works with organizations that want to develop their people and with individuals who want to grow. Shawn coordinates the services of the Professional Development Group, a team of 12 training consultants. She delivers training, coaching and meeting facilitation. Ms. Hayashi has a BA in English from Susquehanna University and an MS in Organization Dynamics from the University of Pennsylvania. She is the author of *Mastering Your Influence™*, *The Influence Journey*, and *Power Presentations: How to Connect with your Audience and Sell Your Ideas (John Wiley & Sons)*. Her clients include Fortune 500 companies, museums and other consulting firms.

Visit us on the web! WWW.NJAGD.ORG



The New Jersey Constituent of the Academy of General Dentistry is an approved PACE provider. FAGD/MAGD Credit Approval does not imply acceptance by a state or provincial board of dentistry or AGD endorsement. 8/1/09 to 7/31/13.

Register by phone at 866-466-5243 (866-GO-NJAGD) or use the form below and mail or fax to:
 NJ Academy of General Dentistry ~ One Dental Plaza ~ PO Box 6020 ~ North Brunswick, NJ 08902
 FAX: 732-821-1082 ~ Email: lshedor@njda.org

When the Conversation Changes
September 22, 2010

Name	Degree
Address	
Phone	Fax
AGD #	Email
Credit Card #	
Signature	
Billing Zip Code	

- | | |
|--|----------|
| <input type="checkbox"/> AGD Member | \$195.00 |
| <input type="checkbox"/> Non-Member Dentist | \$225.00 |
| <input type="checkbox"/> Staff, Guest, Student | \$99.00 |

Method of Payment:

- Check payable to NJAGD
- | | |
|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> MasterCard | <input type="checkbox"/> Visa |
| <input type="checkbox"/> AMEX | <input type="checkbox"/> Discover |

Exp. Date _____