

**DDS STAFFING RESOURCES, INC. & MEDICAL
STAFFING RESOURCES PROUDLY OFFER YOU THE
FOLLOWING WORKSHOPS:**

DYNAMIC COMMUNICATIONS SEMINAR: In this workshop you will learn how to utilize the DiSC behavioral model, based on the work of William Moulton Marston Ph.D., which examines the behavior of individuals in their environment or within a specific situation. DiSC classifies four aspects of behavior by testing people's preferences via word associations. DiSC is an acronym for:

- **Dominance** - relating to control, power and assertiveness
- **Influence** - relating to social situations and communication
- **Steadiness** - relating to patience, persistence, and thoughtfulness
- **Compliance** - relating to structure and organization

Knowing how your team interacts with each other, as well as your patients, is a key factor in understanding and improving your office environment as well as increasing patient satisfaction.

BUILDING A TEAM TO LAST! So what about "FiSH!" ? FiSH! is a philosophy, not a program. It is about "who you are being while you are doing what you are doing." FiSH! is a set of simple, interconnected principles (Play, Make Their Day, Be There, and Choose Your Attitude) that impact such issues as service, teamwork and leadership.

BEST HIRING PRACTICES: Best Hiring Practices addresses the reality of the continuing and increasing labor shortage, and how to best maximize your hiring efforts successfully. We give you tips about interviewing skills, writing job descriptions, references checks, hiring, and training and motivation. We also discuss the pitfalls you may encounter in the interview and hiring process, enabling you to successfully avoid them and their consequences.

All of our programs are interactive, engaging the audience throughout the session. They can be tailored to your situation, ensuring that your team will gain the maximum benefit; we can also gear them, as appropriate, toward your staff members or your management team.

All workshops are held at your facility.

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OUR PEOPLE MAKE THE DIFFERENCE!