



Look



Listen
Learn



Lead

Communicate, Educate, Motivate: **Keys** to Patient Compliance

Outline for today

- **4** steps for effective communication
Look, listen, learn, lead
- **Educate** at each appointment
- **Motivation** Strategies
- **Negotiation** Techniques
- **Attract** patients who value your practice

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Look

- **Be** *Present*
- **Eye** *Contact*
- **Observe** the *overall* person
- **Adults & Children** *Talk to them.*



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Ask these types of questions...

- **Fact** finding
- **Open** ended
- **Persuasive**



Listen
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Open ended questions...

- **Invite** *dialogue*
- **Leads** to conversation
- **What** are you willing to do...?
- **How** can we help you to achieve your goals?



Listen
Learn

Persuasive

Goals:

- Straight Teeth
- Bite
- Appearance

Obstacles:

- Fear
- Anxiety



Non verbal *assessment*

- **Patient's** body language?
- **Eye** contact?
- **Does** the patient want to be here?
- **Oral** Hygiene?

Things *to consider...*

1. **Will** *she be successful with the treatment plan?*
2. **Patient's** *ability to follow through?*
3. **Does** *the treatment plan address patient's goals?*
4. **Can** *she take care of a retainer?*



*Listen
Learn*

Educate show before you do

- Calms fears
- Involve the patient
- Participate
- Let them watch
- Establish trust

Thumb Habits

- **Find** the positives
- **Calendars**, puppets, positive reinforcement
- **“Everyone** that comes to our office stops”
- **Adult** habits



Metaphors *make it fun!*

- **Braces** ... handle....
- **Arch wires** ... steering wheel....
- **Different** ... arch wires different jobs.....
- **Elastics**... tug of war....
- **Retainers...Retain**....Cast on broken arm

Congratulations on your great progress.....*you did it!*



Attract Patients who value your practice

- 4 Steps to engage patients
 - ✓ Look/Listen/Learn/Lead
- **Educate** at each appointment
- **Motivation** Strategies
- **Negotiation** Techniques

What do you want to communicate?

Competent

*Easy to
work with*

Professional

*Standard
Of Care*

Empathetic

What *have you learned?*

- Look, Actively listen, Learn, Lead
- Ask questions:
 - Fact finding
 - Open ended
 - Persuasive
- Use “I” phrases
- Educate
- Show progress to motivate

- Enjoy your patients

Resources

Communicating with Young Patients:
Look, Listen, Learn, and Lead.
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This article can be read on my website
www.drnilberg.com

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