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| This is to certify that *XX*, GDC number *xxxxx*, has completed e-Den Module 10 – Communication. | | |
| **Aim**: To demonstrate an understanding of effective communication techniques both within and out with the dental team. | | |
| **Total time spent**: *XX minutes (to be completed by learner with reference to the e-LfH certificate)* | | |
| **Educational objectives**: | By the end of this module, the learner can demonstrate an understanding of communication with:   * Patient and the Family * Dental Team * Other Professionals | |
| **Learning content:** | Good communication within the dental team is vital for the effective delivery of dental care. Of equal importance is how we communicate with our patients. Many of the patient complaints that are received can be traced directly to poor communication. This module covers this important topic in detail and signposts for effective communication are given, along with exercises to improve communication both within and out with your dental team. | |
| **Development Outcomes:** | This course meets the criteria for the GDC’s development outcome *(to be completed by learner with reference to GDC documentation).* | |
| **Provider validation**: | The Faculty of Dental Surgery of the Royal College of Surgeons of England confirm that the information provided on this certificate is full accurate. | |
| **Quality assurance**: | This CPD is subject to quality assurance by Professor Paul Brunton of the Faculty of Dental Surgery of the Royal College of Surgeons of England. | |