



THE ASPEN GROUP

# Soft Skills: Developing a Culture of Leaders

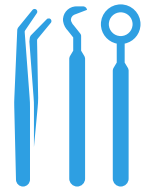
PRESENTED BY KIMBERLY O'CONNOR



# Soft Skills and Why They Matter

Soft skills encompass a myriad of **personal attributes** and **interpersonal skills** that are not taught in dental school but are increasingly recognized for their impact on professional success.

Successful dentistry is a balance of *technical skills* and *the human element*



# The Soft Skills Suite



Communication  
Skills



Empathy &  
Chairside Manner

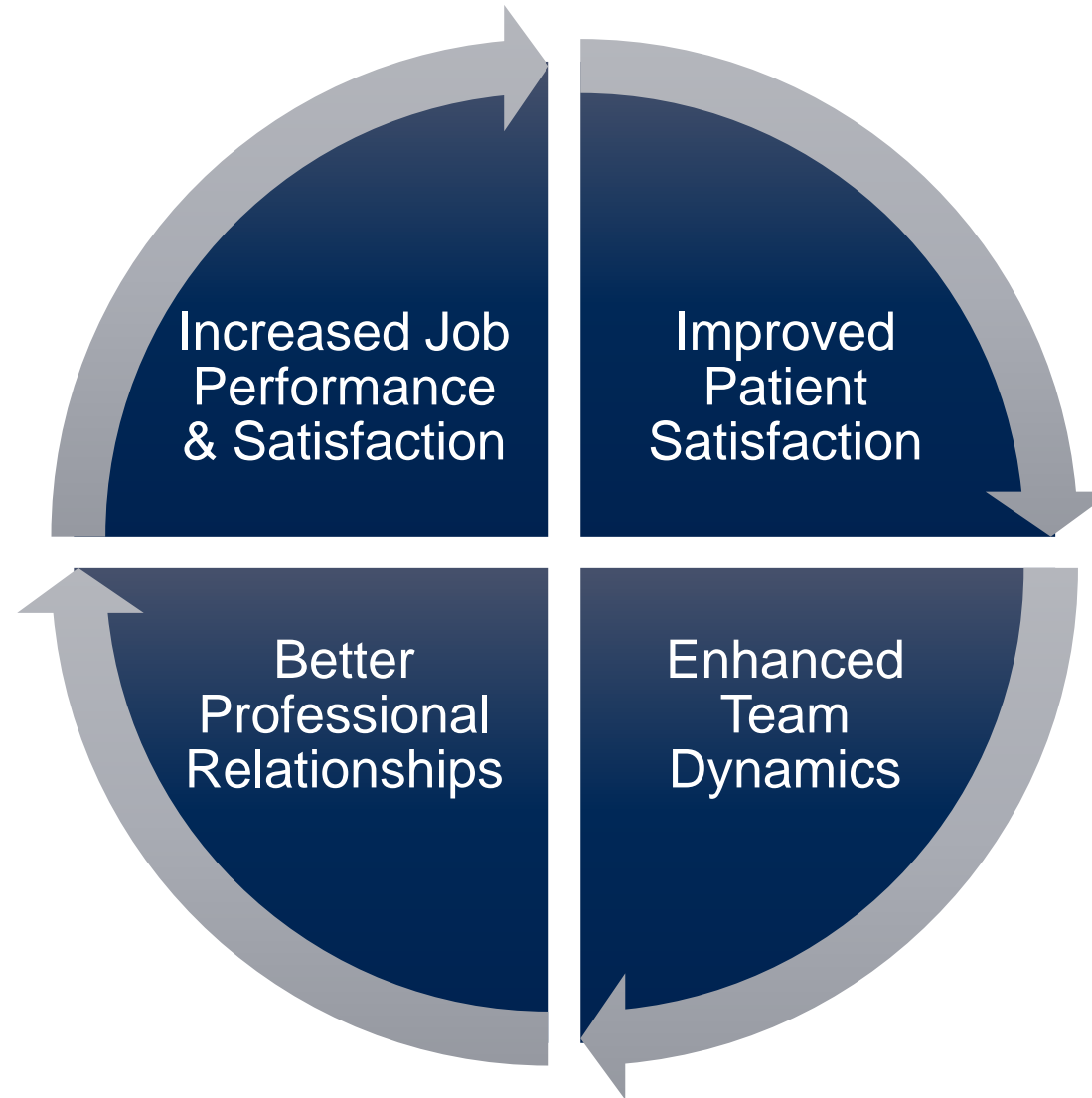


Teamwork &  
Collaboration



Problem-Solving  
Abilities

# Benefits of a Soft-Skills Strong Practice



# Development Strategies



Communication Training



Role-Playing Exercises



Continuing Education & Workshops



Feedback & Self-Assessment

# QUESTIONS?