



COLLEGE OF
DENTURISTS
OF ONTARIO

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Fall 2023 Webinar Series

Registration is Open!

Now that the summer has drawn to a close, the College is pleased to announce our Fall webinar series!

We have updated some of our most popular webinars as well as added a new one. You can earn CPD credits for attending the webinars and for completing and submitting the self-directed learning assignments! You can claim credits once per CPD cycle for each webinar and assignment.

NEW! Navigating CPD Credits and How to complete the Self-Assessment Tool

All registered Denturists must accumulate CPD credits as part of the Quality Assurance Program. Navigating the requirements of the Continuing Professional Development process can be daunting. This webinar will review those requirements as well as explaining the benefits of the Self-Assessment Tool along with a demonstration.

UPDATED! Client Communication Strategies for Difficult Situations (1 hour)

Review of methods and techniques for listening, de-escalating, and resolving difficult client situations. The session will include a discussion of the types of complaints commonly received by the College that relate to communication.

UPDATED! Understanding the Complaints Process (1 hour)

Part of the College's public protection role is to investigate complaints received about registrants. This session will help you to understand how the College handles complaints and investigations and what it means for you and your practice.

On-demand recordings of the presentations will be available within one month of the last presentation, in the **Member Portal!**

[Click HERE for more REGISTRATION DETAILS and to REGISTER!](#)

Questions?

If you have any questions, please contact the Quality Assurance Manager at qualityassurance@denturists-cdo.com.



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