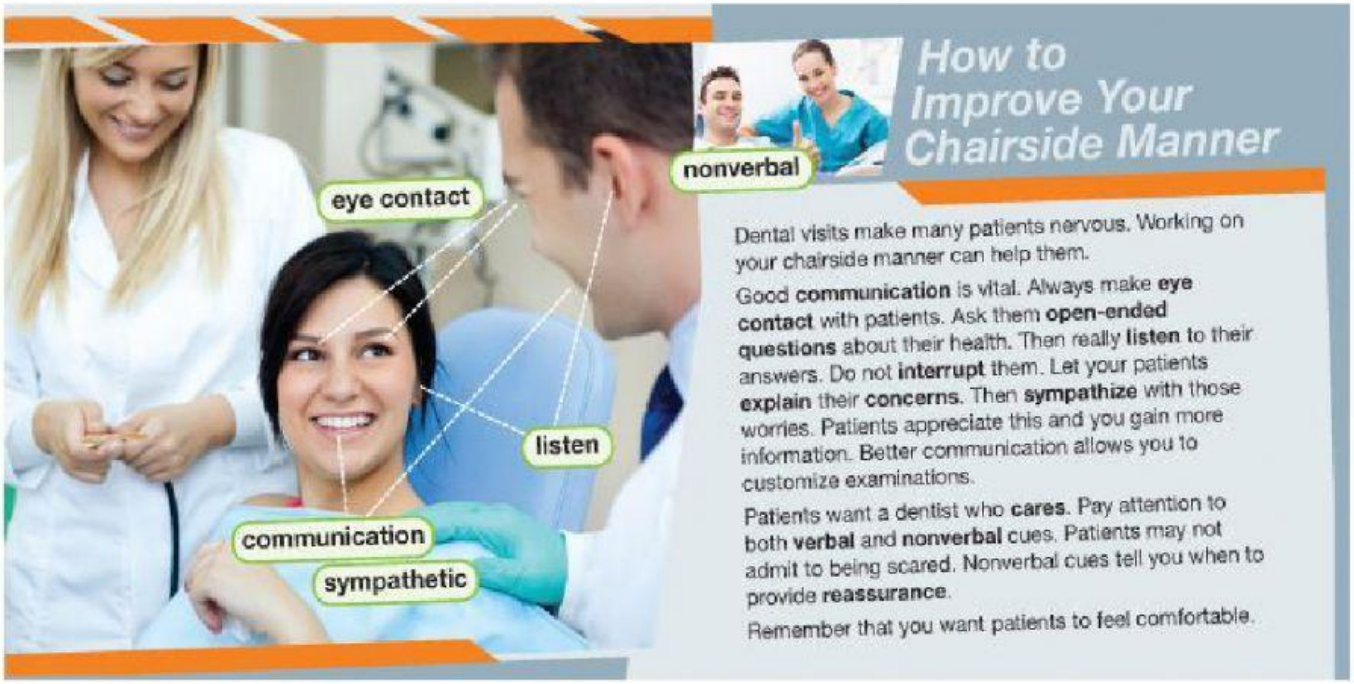
CHAIRSIDE MANNER

READ AND LISTEN TO THE ARTICLE, THEN ANSWER THE QUESTIONS



1 What is the purpose of the article?

A to analyze nonverbal body language
B to explain common patient concerns
C to help dentists improve their people skills
D to describe different dental chairs available

2 Which of the following should dentists NOT do?

A listen to patients
B ask open-ended questions
C interrupt patients
D offer reassurance

LIVEWORKSHEETS

3 Read the sentence pairs. Choose which word best fits each blank.

1 interrupt / sympathize

A) When you _____ a patient, it sends a message that you do not value what they say.

B) When patients share something personal, often they just want you to _____ with them.

2 care / listen

A) If you _____ to a patient's concerns you can customize your examination.

B) Simple actions can let a patient know that you _____ about their well being.

3 concerns / communication

A) While dental abilities are vital, so too are good _____ skills.

B) Asking open-ended questions can encourage a patient to share _____.

4 Fill in the blanks with the correct words or phrases:

explain, eye contact, nonverbal, open-ended questions, reassurance, verbal

1 Try and maintain _____ with a patient to establish a connection.

2 Some patients are very _____ and will provide information easily.

3 Other patients are reluctant to talk and you may need to look for _____ cues.

4 Patients like to know what is going on so be sure to _____ each step of a procedure.

5 Often, scared patients just need some _____ that the procedure will not hurt.

6 Using _____ encourages patients to share more information with you.

LIVEWORKSHEETS