

The Official Publication of the Hinman Dental Society











Julie Weir's presentation at the upcoming January 2007 Hinman Dental Society Membership Meeting will help you learn the causes of team conflict and how to work with each other, and keep the morale high in your office.



Julie Weir

All of us possess a combination of four different behavioral traits; dominance (control), extroversion (people), pace (patience) and conformity (systems). Understand the four behavior traits to communica te and work more effectively, reducing conflict and increasing productivity.

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President's Letter

Hinman Enjoys an Excellent Reputation Countrywide



Our November membership meeting was another great success. Thank you to the 200 plus who attended and to Dr. Harald Heymann for an entertaining and informative presentation. As always, a big thank you goes to our Hinman Trustees for this continued support of the meetings. Nancy and I proudly

Max Ferguson President

represented Hinman last month in Memphis at the 12th Annual Hinman Research Symposium hosted by the University of Tennessee School of Dentistry. This symposium showcases undergraduate dental student research projects. This year 40 different dental schools were represented including three from Canada. Our annual gift to UT allows them to bring these top students and their mentors to Memphis to present their work in a competitive, but casual, atmosphereWe can all be very proud of our Hinman dollars at work and the fine reputation Hinman enjoys throughout the country because of the special commitment to academics.

As March fast approaches, I know we're all on board with Richard for the 2007 meeting. Remember to attend your committee meetings and if you do not have an assignment or want to do more, contact the Hinman office.

On behalf of all Society officers, another heartfelt thank you to everyone on the Hinman staff. You really are the "glue" that keeps us all together.

I hope everyone had a healthy, happy holiday season and I'll look forward to seeing all of you at the January meeting. This one will be great for staff so be sure to include them. See you soon.

Take care,

Max

UT College of Dentistry Hosts National Student Research Meeting

The twelfth annual Hinman Student Research Symposium was held October 27-29 at the Peabody Hotel in downtown Memphis, Tennessee. The Symposium features oral and poster presentations of research projects by dental students and graduate students from across North America. At this year's Symposium, 85 students represented 44 educational institutions in 28 states, the District of Columbia, and 3 provinces of Canada. From the University of Tennessee, 11 students presented their research project results.

The Symposium is organized by Dr. Mustafa Dabbous, Associate Dean for Research in the College of Dentistry at the University of Tennessee Health Science Center, with the help of the faculty and staff of the Dental Research Center. The keynote speaker at the Welcoming Banquet was Dr. Dushanka V. Kleinman, Deputy Director of the National Institute of Dental and Craniofacial Research (NIDCR). Dr. Kevin S. Hardwick, Extramural Training Officer of the NIDCR, also attended the Symposium and addressed the students about oppotunities for advanced training in research. Cosponsors of the Symposium are the UTHSC College of Dentistry and the Hinman Dental Society. The Symposium is supported in part by grants from the NIDCR, the Procter & Gamble Company, and Viral Antigens, Inc.

Six awards are made for the most outstanding presentations, three in clinical research and three in basic science research, in addition to an award from the National Student Research Group of the American Association for Dental Research. Awards were presented by Dean Russell O. Gilpatrick of the UTHSC College of Dentistry, Dr. Hardwick representing the NIDCR, and Dr. L. Maxwell Ferguson, President of the Hinman Dental Society.



Nancy and Max Ferguson (center) with UT Dean Russell Gilpatrick and Associate Dean for Research Mustafa Kh. Dabbous (seated) and all of the participants in the 12th Annual Hinman Student Research Symposium.

Hinman Preview Review Published Quarterly by the Hinman Dental Society of Atlanta 33 Lenox Pointe Atlanta, GA 30324-3172 (404) 231-1663 • (404) 231-9638 fax James A. Roos, Editor

Committee Meetings Calendar

January 23, 2007 Committee Meeting for: Table Clinics, Reserve, CPR, Information, Signs, Transportation and Audio Visual Committees Sheraton Buckhead 6:30 p.m.

February 15, 2007

Committee Meeting for: Ticket Sales, Concurrent Meetings, Registration and Continuing Education Committees Hinman Executive Office 6:30 p.m.

February 1 and 12, 2007 Kevr

Clinic Captains Meetings

February 1, Maggiano's Buckhead February 12, Villa Christina Committee members should only attend one meeting. 6:30 p.m.

February 19, 2007

Keynote & Closing Session Committee Meeting Georgia World Congress Center, Room B-401 6:30 p.m.

February 28, 2007

Host Committee Meeting Atlanta Fish Market 6:30 p.m.

Society Calendar

January 4, 2007 at 6:30 p.m. Nominating Committee Meeting Hinman Executive Office **February 8, 2007 at 6 p.m. New Member Orientation** Hinman Executive Office

January 16, 2007 at 6 p.m. Executive Council Meeting Atlanta Fish Market March 15-17, 2007 Thomas P. Hinman Dental Meeting

January 29, 2007 see page 6 Membership Meeting The Ritz-Carlton, Buckhead Ms. Julie Weir Topic: Be People Smart! How to Deal with the Four "Planets" that People Come From

Georgia World Congress Center May 18-20, 2007 Hinman Annual Meeting Brasstown Valley Resort

The Hinman Dental Society 2006 - 2007 Officers

onicers	
President. President-elect Vice President Secretary Treasurer Assistant Secretary/Treasurer Editor. Parliamentarian.	P. Edward Pafford A. Allen French Bradley K. Greenway Brian R. Carpenter Dave C. Lee James A. Roos
Executive Council	
2007. 2007. 2008. 2008. 2009. 2009. 2009. Trustees	James A. Granade, Jr. Karyn L. Stockwell Scott D. Allman C. Christopher McFarland
2007. 2008. 2009. 2010. 2011. 2011. 2012.	Robert E. Towe Charles T. Ruhl Edward H. Mohme James R. Williamson

General Chairman's Letter

New Ideas for the Best Hinman Ever



My hope is that all of you had a great holiday season. It is a time of year that Kathy and I look forward to every year. It is a wonderful time for family and friends.

Hinman 2007 is just around the comer and well underway at this time. Robert and Jim Bob have put together a first

Richard Goodroe General Chairman

class program. This program has something for every dental professional, dentists and staff alike.

The planning phase that we are working on now is the committee meetings. These meetings are very important to the success of this meeting, so I would like for each chairman to highly encourage everyone on his/her committee to attend their scheduled meeting! This is extremely important. I know this is extra work, but it will pay high dividends at the meeting in March.

All Hinman members pledge to do eight hours of service at the meeting. Please, if you are not on a committee at this time, I encourage you to call Stephanie Park at the Hinman office and she will assist you in getting assigned to a committee. Remember, in order to get an invitation to the General Chairman and President's party on Thursday night, you must volunteer for eight hours of service.

For the 2007 Hinman Meeting we are doing some things different from past meetings:

- New computerized CE processing, we will have terminals in two locations in the A Building, including the exhibit hall. Attendees can print out their certificate on site or up until six months after the meeting at no charge.
- Free wireless internet access in the public areas of the A Building.
- Children can be registered for the Meeting and will be allowed in the exhibit hall.
- All lectures and courses will be in the GWCC (A or B Buildings) or the Omni Hotel.
- There are several short courses offered this year of 1.5 to 2 hours to enable more time in the exhibit hall.
- The Keynote Speaker is Vince Dooley.
- We will have a special grand prize car give away at the opening session for all paid registrants (Hinman members not eligible). Thank you,

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The Hinman Preview Review



Come Learn About the Latest and Greatest in Dental Technology from Around the World, Right Here in Atlanta.

The Thomas P. Hinman Dental Meeting March 15-17, 2007

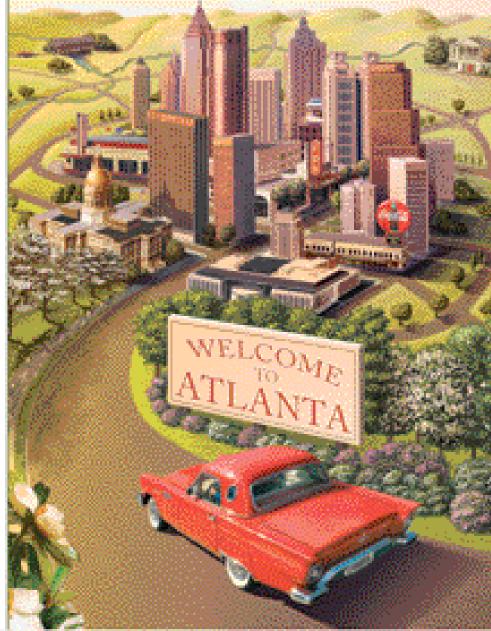
Fosturing:

- 23 speakers NEW to Hinman
- NEW computatized CE system
- Entertaining keynote address featuring Vince Dooley
- Automobile GRAND PRIZE givesway at Thursday's keynote session
- Free wireless Internet available in public areas

Register between December 1, 2006 and February 15, 2007 to take advantage of discounted pre-registration fees.

For more information or to register online, visit awar,b/amax.org, or call 404-251-1663.

Lectures and Technical Exhibits are open Thursday through Saturday



Featured Clinicians

Dr. James K. Bahcall Evalutionity

Dr. Marvin H. Benman Genmanication

Dr. W. Charles Blair Practice Management

Dr. Gordon J. Christensen Resonation & Maximali

Dr. Michael C. Pling Renorative & Enherice

Dr. Henry A. Grenillion Occlusion & TMD Dr. Van B. Haywood Meaching et Soule Analysis

Dr. Mark E. Hyman Practice Enheuroment d' Teomyork

Di, Kail R. Koemer Ond Surgey

Dr. Sansael B. Low Presidentics

Dr. Stabley E Malaesed Aserbeita & Emergencies

Dr. Randolph P. Martin Hankh Jener Dr. Marc Moskowitz Vouen, Juplano el Estivito

Dr. Linda C. Niessen Geriarrie Deutiony

Dr. Kirk L. Pasquinelli Periodontice

Dr. J. William Robbins Esterio

Dr. Jeffrey S. Rosse Conon & Bridge and Eulerice

Dr. M. Nader Sharifi Rematable Prochadowics Dr. Micharl A. Siegel Ord Moliciur

Ms, Panela M. Smith Natrition

Dr. Barbara J. Sociedorg Wassers's Health

Ms. Charlene Sworney Practice Management

Dr. Charles W. Wakefield Donal Materials & Composite

Dr. Dwight R. Weathers Oral Basholegy

Dr. Curtis Reding: A Hinman Member for Nearly 60 Years

by Kim Ryan

Past General Chairman and retired Decatur dentist, Dr. Curtis Reding has probably seen the Thomas P. Hinman Dental Meeting change more than any other Hinman member. He's been involved with Hinman since 1948 and has held every offic e imaginable within the Hinman Dental Society and the meeting.

He served as General Chairman of the meeting in 1965 and says that it's a completely different meeting today. Back then, the meeting featured eight to ten clinicians and had just moved its location to the Atlanta Marriott Motor Hotel in downtown Atlanta. At several thousand attendees, he says it was still one of the larger meetings in the country. And, southern hospitality was still a big

part of the meeting then. "We treated visiting clinicians like no other meeting and h o s ted some of the most prominent dentists in the country."

Even after Dr. Reding served as General Chairman, he continued to serve as the Technical Exhibits Chairman for many years and also on the Board of Trustees. He continues to attend Advisory



Dr. Curtis Reding visits his favorite tailor in Hong Kong.

Board meetings and stays involved with Hinman despite the fact that he re t i red from his dental practice more than 30 years ago. But, Dr. Reding doesn't really represent the average retiree. He has circled the globe many times over.

"My wife and I visited every continent except Antartica – we just had no desire to see that part of the world." But, he's seen every other corner of the world and even spent Christmas last year in Hong Kong at 88 years of age. When he's not globe-trotting, he often judges chrysanthemum shows around the country. He began growing chrysanthemums when he first retired and almost immediately began showing them in various shows like the Georgia Chrysanthemum

Society's annual show at the Atlanta Botanical Garden.

Dr. Reding will celebrate his 90th birthday in March and says he looks back fondly on his years in dentistry and his involvement with Hinman. His advice to up-and-coming dentists is simple, "They should know how lucky they are and if they are like me, helping others will be their greatest pleasure."

Hinman Dental Society November Membership Meeting



New members Wendy Mitchell and Hank Bradford with their sponsor Celeste Coggin and sponsor Heather Perry with new member Alla Brown. The new members received their plaques from President Ferguson earlier in the evening.





President Ferguson presents Harald Heymann with his speaker's plaque.

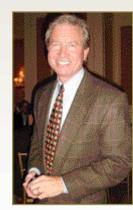


President Ferguson (far right) presents 30 year pins to (from l to r) Drs. Jim Hulfeld, Raymond Johnson, George Patterson, Jim Kennedy, Donnie Brown, Tom McDonald and Tom Harvey.



Brian Carpenter and Zach Powell take Harald Heymann out on the Sunday before the lecture to enjoy a beautiful Atlanta afternoon.





A proud Bruce Ashendorf accepts the advisory pin for serving as the 2006 General Chairman.



linman Preview Review

Registration 3:30 to 4 p.m. • Lecture 4 to 6:45 p.m. • Business Meeting 6:45 to 7 p.m. • Cocktails 7 to 7:30 p.m. • Dinner 7:30 to 8:30 p.m. Deadline for Registration is Monday, January 22, 2007

Be People Smart! How to Deal with the Four Different "Planets" that People Come From

By understanding the communication style of each "planet", team members will learn how to present treatment information in their patient's "language", thus making it easier for the patient to understand, resulting in increased treatment acceptance.

Julie Weir has built an outstanding reputation as a consultant, international speaker and author in the business of dentistry. She is known for her dynamic, energetic and entertaining style that captivates dental teams with practical information they can relate to. Because of her hands-on ownership experience in a dental practice, Julie brings a unique management blend of both the business and clinical aspects of dentistry into her talks. She shares proven tools and systems with audiences that are effective and can be put into use right away. With more than 30 years of experience in dentistry, she has worked as a hygienist, dental assistant

and office manager, and has held a clinical teaching position at The University of Michigan School of Dentistry. Julie received her Bachelor of Science in Dental Hygiene from The University of M i chigan in 1976, and has been an active member of The Academy of Dental Management Consultants since 1997. Being a Certified DynaMetrics Professional allows her to coach doctors and staff to better select, manage and understand individual working styles, which lead to better team interaction and productivity. Julie has been published in numerous dental journals and is the author of the book 10 Steps to a Dental Practice Business Plan. She has spoken at numerous regional, national and international dental association conferences. 🎄



Julie Weir

Schedule of Events		
Registration	3:30 – 4 p.m.	
Lecture	4 – 6:45 p.m.	
Business		
Meeting	6:45 – 7 p.m.	
Cocktails	7 – 7:30 p.m.	
Dinner	7:30 – 8:30 p.m.	

Registration Form

Please complete this form with your name as you would like it to appear on your badge and mail with your check by Monday, January 22, 2007. You may also visit www.hinman.org to print a registration form.

Dinner	Vegetarian Meal
Dinner	Uvegetarian Meal
Dinner	□ Vegetarian Meal
Dinner Dinner	□ Vegetarian Meal
	Dinner

All Fees Must be Paid in Advance.

Registration fee is \$50 per person and includes lecture and dinner. Persons attending lecture only or dinner only are subject to the same fee. Persons registering on the day of the meeting will be subject to pay a fee of \$55.

Please make checks payable to: The Hinman Dental Society Mail to:

33 Lenox Pointe, Atlanta, GA 30324-3172

Questions: (404) 231-1663

For lecture and dinner reservations please complete the form and submit to the Hinman office with your check. You will not be registered until this process is complete.

Note: This is a three hour lecture. Please arrive on time to ensure adequate seating. Each member MUST make reservations directly with the Hinman Executive Office by returning the enclosed registration form with payment.

Hinman Dental Society Executive Council Meeting Minutes

Date: Tuesday, November 14, 2006 **Time:** 6 p.m. cocktails/6:30 p.m. dinner **Place:** Hinman Executive Office

Presiding: Dr. Eddie Pafford, President-elect

Invocation: Dr. Max Ferguson, President

Call to Order: President-elect Eddie Pafford called the meeting to order at 7 p.m.

Roll Call: There was a quorum present as follows: Officers: Drs. Max Ferguson, Eddie Pafford, Allen French, Brad Greenway, Brian Carpenter, Dave Lee, Jim Roos Executive Council: James Granade, Jane Puskas, Scott Allman, Christopher McFarland, Jonathan Dubin, Karyn Stockwell Trustees: Wallace Lail, Robert Towe, Jim Bob Williamson, Charlie Ruhl Hinman Chairmen: Richard Goodroe, Dan Dunwody, Wayne Tadsen Advisory Board Chairman: Bruce Ashendorf STAFF: Sylvia Ratchford, Lynn Leidel, Michelle Frederic

Minutes: Secretary Brad Greenway presented the minutes from the September Executive Council and September Membership Meeting as printed in the November *Hinman PreviewReview*. The September Executive Council minutes were approved (Puskas/Carpenter). The September Membership Meeting minutes were approved (Lail/Allman).

Finance: Treasurer Brian Carpenter presented the current Year-to-Date Society Financial statement. The statement was approved as follows (Stockwell/Puskas):

Beginning Balance:	\$90,204.79
Income: +	\$29,033.93 \$106,652.96
Expenses: -	\$106,652.96
Balance: =	\$12,585.76

Trustees: Chairman Wallace Lail had no report.

Hinman 2007: General Chairman Richard Goodroe stated that things are going very well for 2007. He listed the following changes to the program: 23 new speakers, CE stations in the GWCC on the 4th floor and on the exhibit floor, children will be permitted in the exhibit hall (no strollers allowed), Vince Dooley as the keynote speaker and the giveaway of a 2007 Pontiac Solstice during the keynote address.

Hinman 2008: Chairman-elect Dan Dunwody stated that planning has begun for 2008, but the focus is to support 2007.

Hinman 2009: Vice chairman-elect Wayne Tadsen stated that the 2009 team has met, but they are focused on supporting 2007.

Advisory: Chairman Bruce Ashendorf had no report.

Old Business: None

New Business: President Ferguson discussed his recent visit to the UT School of Dentistry's 12th Hinman Dental Research Symposium. He stated that he had a nice time visiting with Dean Mustafa Dabbous and many of the students who were in attendance.

Dr. Ferguson stated the Nominating Committee meeting would be held on January 4 at the Hinman office. He asked that nominations be forward to one of the committee members prior to the meeting date.

Membership Report: Vice President Allen French presented the following names for membership: Drs. Henry Bradford, Alla Brown, Wendy Mitchell, George Phillips. These proposed names were approved for membership (McFarland/Goodroe).

Membership News: Dr. Stockwell re p o ned that since our last meetings, Mrs. Rose Sugarman passed away (wife of Marvin, mother of Edward and Richard). Also, Jim Bob Williamson lost his mother last week. Mrs. Ann Hagman is at Beverly Health Care at Northside. She is working with a Physical Therapist and Occupational Therapist daily. Dr. Hagman asks for prayers for their family. Cards and calk are welcome but please call before visiting to make sure Dr. Hagman is there.

Cleve and Amelia Jones relocated to Dallas, Texas in early September to be near one of their sons. A new grandson, Matthew Edward Jones, was born on October 19, weighing in at 8-1/2 lbs. and 20 inches long, so they arrived in time to welcome him!

Ann Nable had quadruple bypass surgery three weeks ago and is recovering well.

Remarks: None

Adjournment: Dr. Pafford adjourned the meeting at 7:40 p.m.

Hinman Dental Society Membership Meeting Minutes

Date: Monday, November 20, 2006

Time: 6:45 p.m.

Location: The Ritz-Carlton, Buckhead

Presiding: Dr. Max Ferguson

Call to Order: President Max Ferguson called the meeting to order at 6:45 p.m. He welcomed all members and announced that more than 200 people had registered for the meeting. He thanked the hospitality chairmen, Drs. Jim Granade, Slade Lail and Richard Sugarman, for all of their help. Dr. Ferguson also thanked the Trustees for all of their generous subsidies. President Ferguson presented Dr. Harald Heymann with his plaque and honorarium.

Minutes: Secretary Brad Greenway presented the minutes from the September Executive Council and Membership Meeting as printed in the November *Himman PreviewReview*. The Executive Council meeting minutes were approved as printed (Greenway/Kerr) and the membership meeting minutes were approved as printed (Greenway/Torbush).

Financial Report: Treasurer Brian Carpenter presented the following Society YTD financial report as presented at the November 14 Executive Council meeting:

Beginning balance	\$90,204.79
Income	\$29,033.93
Expenses	\$106,652.96
Ending balance	\$12,585.76
The financial report was approved	
(Carpenter/R. Goldstein).	

Membership Report: Membership Chairman Allen French presented the following prospective members who were approved: Drs. Henry Bradford, Alla Brown, Wendy Mitchell, George Phillips (French/Torbush).

Program Chairman Report: Chairman Brian Carpenter reported on the next two membership meetings:

Monday, January 29, 2007: Ms. Julie Weir Topic: Be People Smart! How to Deal with the Four "Planets" that People Come From Annual Meeting Report: President Max Ferguson reported that the Annual Meeting will be held May 18-20, 2007, at Brasstown Valley.

Hinman 2007: General Chairman Richard Goodroe stated that things are going very well for 2007. He listed the following changes to the program: 23 new speakers, CE stations in the GWCC A Building on the exhibit floor, free wireless internet access in the public areas of the A Building, children will be permitted in the exhibit hall (no strollers allowed), Vince Dooley as the keynote speaker and a giveaway of a 2007 Pontiac Solsti ce during the keynote address.

Hinman 2008: Chairman-elect Dan Dunwody reported that his program will feature the history of dentistry, with scientific-based learning. Dr. Dunwody and his chairmen are focused on helping Dr. Goodroe.

Hinman 2009: Vice Chairman-elect Wayne Tadsen stated that his Program Chairmen, Bruce Ashendorf and Brian Carpenter, were in the early stages of planning. They are focused on supporting Dr. Goodroe.

Old Business: None

New Business: None

Membership News: Dr. Stockwell reported that since our last meetings, Mrs. Rose Sugarman passed away (wife of Marvin, mother of Edward and Richard). Also, Jim Bob Williamson lost his mother last week. Mrs. Ann Hagman is at Beverly Health Care at Northside. She is working with a Physical Therapist and Occupational Therapist daily. Dr. Hagman asks for prayers for their family. Cards and calls are welcome but please call before visiting to make sure Dr. Hagman is there.

Cleve and Amelia Jones relocated to Dallas, Texas in early September to be near one of their sons. A new grandson, Matthew Edward Jones, was born on October 19, weighing in at 8-1/2 lbs. and 20 inches long, so they arrived in time to welcome him!

Eddie and Pam Pafford's son and daughter-in-law are expecting a baby in early 2007.

Ann Nable had quadruple bypass surgery three weeks ago and is recovering well.

President's Remarks: President Ferguson reminded everyone to have their parking ticket validated. He also said that members who have a sticker on their badge should pick up their annual meeting photos. President Ferguson then announced that there is one winner in the audience and to check under your seat to see if you won. He then asked that everyone turn in their badge at the end of dinner – a drawing will be held at the Hinman office for a gift card.

Dinner portion of meeting...

Invocation: President-elect Eddie Pafford gave the invocation at 7:40 p.m.

Membership Report continued: Membership Chairman Allen French announced the new members and their sponsors and asked them to come forward to be recognized. President Max Ferguson presented new members (in attendance) Drs. Henry Bradford (sponsor: Celeste Coggin), Alla Brown (sponsor: Heather Perry), Wendy Mitchell (sponsor: Celeste Coggin) with their plaques.

Presentation: President Max Ferguson presented 30 year pins to Drs. Donnie Brown, Tom Harvey, Jim Hulfeld, Raymond Johnson, Jim Kennedy, Tom McDonald and George Patterson. The following recipients could not attend: Drs. Kendrick Matthews, Mike McDevitt and Kit Weathers.

President Max Ferguson presented the Advisory Pin to 2006 General Chairman Bruce Ashendorf.

Prize Drawing: President Ferguson awarded a gift card during the prize drawing.

Adjournment: The meeting was adjourned at 8:20 p.m.



New Hinman Members November 2006

Dr. Henry T. Bradford, III 3535 Roswell Road #46 Marietta, GA 30062 Sponsor: Dr. Celeste Coggin Dr. Wendy L. Mitchell 2024 Powers Ferry Road Suite 190 Atlanta, GA 30339 Sponsor: Dr. Celeste Coggin

Dr. Alla V. Brown 212 East Broad Street Winder, GA 30680 *Sponsor: Dr. Heather Perry* **Dr. George Phillips** 229 Peachtree Street, NE Atlanta, GA 30303 *Sponsor: Dr. Eddie Pafford*

Proposed New Hinman Members January 2007

Dr. Jennifer Hauser 5014 Roswell Rd. Atlanta, GA 30342 *Sponsor: Dr. Louisa Berman*

Dr. Steve D. Martin 1495 Alpharetta Hwy. Suite J Alpharetta, GA 30004 *Sponsor: Dr. Allen French*

Dr. Alisa Owens Moore 2440 Fairburn Rd. Suite 301 Atlanta, GA 30331 Sponsor: Dr. Margaret Hopper **Dr. Angela M. Ojibway** 5471 Bells Ferry Road Acworth, GA 30102 *Sponsor: Dr. Pete Trager*

Dr. Margaret A. Pippin 3200 Highway 42 Stockbridge, GA 30281 *Sponsor: Dr. James Dougherty*

MEMBERS!

Registration for the Thomas P. Hinman Dental Meeting opened on December 1. Remember that you do not have to register – members are a category 3 = prepaid. You are only responsible for courses or special events.



Hinman Preview Review Hinman Dental Society of Atlanta 33 Lenox Pointe Atlanta, GA 30324-3172 (404) 231-1663 • (404) 231-9638 fax

Membership Meeting Monday, January 29, 2007

Julie Weir has built an outstanding reputation as aconsultant. Her lecture will focus on a combination of four different behavioral traits; dominance (control), extroversion (people), pace (patience) and conformity (systems).

Understand the four behavior traits to communicate and work more effectively, reducing conflict and increasing productivity. Learn the causes of team conflict and how to work with each other, and keep the morale high in your office.