

HUMAN RESOURCES Management

A Key Success Factor for Your Office

SCHEDULE

PROFESSIONAL DEVELOPMENT
2017-2018

DENTAL SOCIETY	CONTACT PERSON	DATE	LOCATION
Nord-Sud	Dr. Denis Roy 418 722-6050, ext. 230 • droy@peakgroup.com	October 27, 2017	Hôtel Rimouski RIMOUSKI
Abitibi-Témiscamingue	Dr. Jean-Sébastien Charette 819 797-9255 • jsebastien_charette@yahoo.ca	November 3, 2017	Hôtel Forestel VAL-D'OR
Yamaska	Katherine Goulet • Dr. Mathieu Vachon 450 777-3368	November 10, 2017	Hôtel Castel GRANBY
Haut-Saint-Laurent	Dr. Yvan Théorêt 450 377-9800	November 17, 2017	Hôtel Plaza VALLEYFIELD
Estrie	Pauline Lacroix • Dr. Patrick St-Antoine 819 578-7007	December 1, 2017	Hôtel Delta SHERBROOKE
Vallée-du-Richelieu	Dr Stéphane Bisson 450 460-4464	January 12, 2018	Hôtel Rive Gauche BELOEIL
Montréal	Francine Desgagné • Dr. Claude Bissonnette 514 328-1551	January 19, 2018	Le Nouvel Hôtel MONTRÉAL
Saguenay-Lac-Saint-Jean	Dr. Karen Jean 418 549-3573	February 2, 2018	Hôtel Delta JONQUIÈRE
Laurentides	Dr. Isabelle Fortin 450 227-4744 • isafortin@videotron.ca	February 9, 2018	Hôtel Mont Gabriel SAINTE-ADÈLE
Lanaudière	Céline Boucher • Dr. David Lachance 450 757-0337 • sdlanaudiere.admin@gmail.com	February 16, 2018	Hôtel Château Joliette JOLIETTE
Outaouais	Karine Gaultier • Dr. Claudia Voiselle 819 595-3008 Registration: societedentaireoutaouais.ca	February 23, 2018	Hôtel DoubleTree by Hilton GATINEAU (Aylmer)
Québec	Anna Bilodeau • Dr. Luc Veilleux 418 656-6060 (Thursday, 9 a.m. to noon) info@sdq.ca • Registration: sdq.ca	March 9, 2018	Hôtel Plaza Québec QUÉBEC
Laval	Claudine Darveau • Dr. Guy Déom 514 434-0735	March 16, 2018	Centre de congrès Palace LAVAL
Mauricie-Bois-Francs	Dr. Jacques Auger 819 379-7901 • contact@sdmbf.com	March 23, 2018	Hôtel Gouverneur TROIS-RIVIÈRES

PRESENTATION IN ENGLISH

Montreal Dental Club	Dr. Cathy Vu 514 463-5558 • info@montrealclub.com	March 2, 2018	Jewish General Hospital (Block Amphitheatre) MONTRÉAL
Mount Royal Dental Society	Dr. Melvin Schwartz 514 340-7912 • melschwartz@jgh.mcgill.ca		
Alpha Omega Dental Fraternity	Dr. Jeremy Werbitt 514 755-2139 • jeremywerbitt@gmail.com		

NOTES

All courses are given for free by the Association des chirurgiens dentistes du Québec. Unless otherwise indicated, the courses will start at 9 a.m., but participants are asked to show up at 8:30 for registration.

Non-members of the dental society visited should get in touch with the contact person to find out the conditions for registration and the fee charged, where applicable.



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ASSOCIATION DES
CHIRURGIENS DENTISTES
DU QUÉBEC

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ASSOCIATION DES
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DU QUÉBEC

> Do you know how to create a working environment that is conducive to high performance?

> Do you always make the right hiring decisions?

> Are you able to establish human resources policies that meet your legal obligations?

GUEST SPEAKER Stéphanie Boucher



For over 20 years, Stéphanie Boucher has explored the various facets of human resources and management both locally and internationally: operations, program management and development, consultation, etc. She is a perceptive professional who is known

for her authenticity and quality employee and executive coaching. Her integrated approach aims to synchronize individuals, work processes and corporate strategies.

DESCRIPTION

Human resources management (HRM) is at the very core of any organization's activities. Management style, communication and human resources policies and programs are interrelated and likely to influence your office's performance and, most certainly, its reputation.

In fact, HRM involves many decisions that leverage the patient experience, which include attracting and choosing the right applicants, properly integrating them in your office, and making sure that they perform and develop themselves professionally, while still creating a working environment conducive to dedication.

Sound human resources management improves the working environment and the patient experience.

Needless to say, HRM in dental offices is a professional obligation and subject to a legal framework.

Although the relevance of the different concepts and the way the diverse HRM activities are connected may vary depending on the size of your dental office, they nevertheless remain key success factors for it.

Course OBJECTIVES

This course is intended for dentists who act as managers and dental office employees who are responsible for managing human resources as part of their duties.

At the end of this course, you will be able to:

- contemplate your office vision, practice philosophy and management style;
- make use of benchmarks and practical tools for your main human resources management activities, from recruitment to termination of employment;
- understand the legal framework for human resources management practices;
- rely on basic change management concepts;
- maintain good communication in the workplace (teamwork, conflict prevention and resolution).

APPROACH

The conference will make use of a guide, presentations, simulations, and descriptions of key human resource concepts, in addition to questions and answers. These tools will help you assess your human resources practices, determine how they can be improved and find the best solutions for your situation.

You will also receive a copy of the *Practical Human Resources Management Guide*, which provides a detailed description of major issues and best practices in human resources for dental offices.

COURSE OUTLINE Human Resources Management

1 Being a manager: a distinctive role

2 Professional and legal obligations you need to know, incorporate and meet

3 Office planning and organization: where to begin

4 Human resources management and the employee life cycle

- Recruitment
- Integration
- Performance management
- Total compensation
- Training and professional development
- Health, safety and well-being
- Termination of employment

5 Communication and mobilization: the keys to efficiency and involvement