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## SPRUCING UP FOR SPRING

### EASY TIPS TO INFUSE LIFE AND STYLE

Spring is a time of renewal, blooming flowers, and rejuvenation. Revitalize your home this season with a few easy DIY ideas.

#### Add splashes of color.

Nothing says spring like bright, fresh colors. A fresh coat of paint will change the dynamic of any room; try painting an accent wall with greens, blues, and yellows. You can also use colorful pillows, vases, and other accessories to brighten a room.

#### Get new houseplants.

Bright-colored flowering plants and multi-shaped green leaves bring spring to any space. Whether natural or artificial, they're a great way to make any room livelier.

#### Rearrange the furniture.

Shifting your furniture around is a great way to invite spring into your home. Try moving your furnishings so more light comes in.

It doesn't take a lot to rejuvenate your home for spring. These quick tips will add light, brightness, and color to your surroundings.



# MASTER VERBAL AND NONVERBAL COMMUNICATION!

Do you know what the No. 1 cause of malpractice claims is? Many assume poor treatment or medical errors are the leading cause. But surprisingly, the primary culprit for claims is miscommunication. Whether it stems from conversations during office visits, interactions at the front desk, or even emails, miscommunication can sometimes lead to discontent and potentially create legal repercussions. So, what measures are dental offices taking to mitigate this risk and foster effective communication?

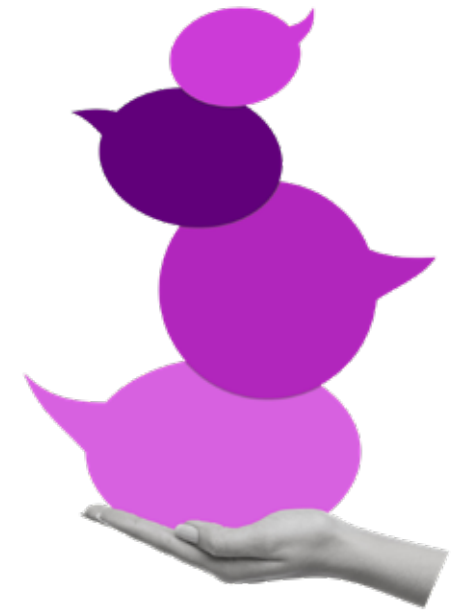
Psychologist Albert Mehrabian's research highlights that only 7% of communication is conveyed verbally, while 93% is attributed to nonverbal cues such as pitch, tone, and body language. Dental practices use this knowledge to prioritize strategies to prevent miscommunication and enhance communication efficacy.

One pivotal approach is fostering active listening among team members. March is National Listening Awareness Month, which presents the perfect opportunity for dental offices to educate their staff

on the significance of attentive listening. Beyond just hearing patients' words, active listening entails comprehending nonverbal cues and language in communication. This empowers us to grasp patients' underlying concerns and address them proactively before small things turn into big fires!

I encourage all dental teams to include the development of a heightened awareness of nonverbal communication. Being tuned in to patients' body language and tone enables us to decipher unspoken feelings, averting potential conflicts or misunderstandings. If you've ever had a patient say one thing, but their body language says something completely different, you know what I mean! By interpreting nonverbal cues, we can tailor our communication approach to align with patients' emotional states and preferences.

The upcoming **PDTA 2024** conference, Oct. 4–5 in Atlanta, is set to dive into verbal and nonverbal communication dynamics. Attendees from your offices will gain insights into decoding nonverbal cues and



refining their communication strategies to foster patient satisfaction and mitigate risks. The attendees in workshops will develop and demonstrate many different communication skills during the conference.

I will explore innovative ways to infuse joy and excitement into the office environment at the AAPD Conference on May 23–26 in Toronto. My presentation on May 24 at 10:20 a.m. will offer practical tips for fostering a fun and enjoyable workplace culture for patients and staff. If you aren't able to have your team attend the AAPD meeting, send them to this year's PDTA conference, where I will repeat this presentation on encouraging fun and laughter in your office!

I look forward to meeting your team there! Come by and visit us at our PDTA booth in Toronto!

Happy Listening Awareness Month!

*Rhea*  
Rhea M. Haugeth, D.M.D.

Check out our group of modules on communication under both the *Communication section as well as the Risk Management section of our website at [PediatricDentalTeamAssociation.org/modules-available-to-members](https://www.PediatricDentalTeamAssociation.org/modules-available-to-members). These modules offer valuable insights on how to enhance communication skills and promote effective dialogue in your dental practice. Additionally, consider participating in our workshops designed for teams this Listening Awareness Month, where you can collaborate and strengthen communication strategies. Prioritizing communication skills to foster better understanding and connection with our patients and colleagues is key for any business. Take the first step to improving communication by exploring these resources today!*



# WAIT, WHAT'S YOUR NAME AGAIN?

## Fake Names for Celebrities Aren't So Uncommon

Many celebrities have obvious fake names. Folks like Lady Gaga, Kesha, Vin Diesel, and Ice Cube are just some of them. Most celebrities with stage names, from actors to musicians, go under the radar. Here are three celebrity names that aren't their own.

Jamie Foxx started out doing stand-up comedy in LA. There, he performed under his real name, Eric Marlon Bishop. After success at open mic nights, he explained on "The Late Show With Stephen Colbert," other comedians, afraid of the competition, started preventing him from performing. So, he tried to trick the other comedians by using different "unisex" names when he signed up to perform. Jamie Foxx was the one that stuck.



Olivia Wilde changed her name from Olive Jane Cockburn when her mom suggested she change it to have her own career outside her notorious journalistic family. She told the New York Observer, "At the time, I was doing 'The Importance of Being Earnest' — I was playing Gwendolyn, and I was so in love with it. [Playwright] Oscar Wilde is someone who I respect for so many reasons ... I had all these reasons — but what I didn't foresee is that people would think of it as a sexy adjective ... Born to Be Wilde! Girls Gone Wilde! I really didn't think it through."

You'd never guess that Bob Dylan's name is Robert Zimmerman. But his stage name came after experimentation. He tried Elston Gunn and Robert Allen, but at a concert in 1959, he was asked what his name was, and he immediately answered, "Bob Dylan." For Chronicles, he wrote, "Dylan and Allyn sounded similar: Robert Dylan, Robert Allyn. I couldn't decide — the letter D came on stronger. But Robert Dylan didn't look or sound as good as Robert Allyn. People had always called me either Robert or Bobby, but Bobby Dylan sounded too skittish to me, and besides, there was already a Bobby Darin, a Bobby Vee, a Bobby Dydell, a Bobby Neely, and a lot of other Bobbys."

There are a bunch of other celebrities who work under stage names; it's part of the craft. What would your stage name be?

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# SOME OF HISTORY'S QUIRKIEST MOMENTS

Grab your time travel hats! We are peeling back the layers of the past to reveal a few stories you won't find in the history books, though history class would have been much more fun if they were!

### When Stillness Created History

Imagine a bustling Parisian street filled with life and activity. A photographer is there, about to take the first known photograph of a person. But the only person still enough to photograph was a man getting his shoes shined — the exposure time then was several hours, almost a whole day's work! So, the shoe-shining duo became unexpected celebrities in history as the subject of the first known photograph of humans in 1838.

### A Whistle Stop for Women's Contributions

When trains first thundered across the American landscape, some women wouldn't ride them — a

bizarre myth emerged claiming that traveling at speeds of 50 mph would cause their uterus to fly out of their bodies! Thankfully, at least two women saw past the strange notion to propose genuine improvements in the iron horses. In 1870, Eliza Murfey held 16 patents for her inventions to improve how bearings on train car wheels responded to their axles. In 1879, Mary Elizabeth Walton held two patents for reducing smokestack emissions.

### Tale of the Tallest Buildings

The Great Pyramid of Giza is the oldest and last remaining of the original seven wonders of the world. For 4,000 years, this architectural marvel was the tallest building in the world. But all reigns must end, and in 1311, the Lincoln Cathedral in England claimed the crown. It was the tallest building for 237 years until its spire collapsed in 1548. However, it was still the tallest building



ever built until the Ulm Minster in Germany set a new record in 1890 — it's still the tallest church in the world.

### Shorts Shook the World

In the sizzling summer of 1937, something extraordinary happened on the streets of Toronto that changed fashion forever. Two daring women went out in public wearing shorts. Yes, shorts! The sight was so unusual that it drew overwhelming attention and even caused a car wreck! While this moment caused quite a stir, it wasn't until after World War II that shorts gained popularity.

# SITUATION OF THE MONTH

Dear PDTA Pro,  
With April Fools' Day rapidly approaching, we are looking for ways to have fun in the office and create some laughs and good times among our team members and patients. Aside from basic jokes kids can spot from a mile away, what are some fun ideas to spice up the office and get some laughs?

—Let's Get Silly

Dear Let's Get Silly,  
What a great idea! If you haven't already, check out one of our blog posts for some great tricks and ideas for April Fool's Day — there are great ideas for parents to use at home, too! Visit [PediatricDentalTeamAssociation.org/5-awesome-april-fools-pranks-and-marketing-ideas](http://PediatricDentalTeamAssociation.org/5-awesome-april-fools-pranks-and-marketing-ideas) to check them out!

Aside from that resource, here are other ideas for infusing some April Fools fun into the office!

### Tooth Fairy Mix-Up

For younger patients, have a friendly dental assistant or staff member dress up as the Tooth Fairy and pretend to have mixed up the patients' tooth rewards. Apologize for the confusion and playfully suggest that the Tooth Fairy might have left something extra special in the treasure box this time.



### Silly Dental Bibs

Create bibs with funny faces or animals to lighten the mood during treatments. Local dollar stores tend to have some tremendous plain bibs that would work great to draw on with magic markers!

### April Fools' Certificates

Hand out certificates for "Super Smilers" or "Masters of Dental Bravery" at the end of appointments. It's a fun way to incorporate some positivity into dental appointments!

### Upside-Down Room Signs

If your office has signs, photos, or art, playfully rearrange them to confuse patients — turn them upside down or switch them around for a topsy-turvy day!

As a quick reminder, always consider the comfort and well-being of patients when planning April Fools' pranks, and ensure that the jokes are lighthearted and easily reversible.

—Pediatric Pro

# HAVE A LAUGH



# ST. PADDY'S IRISH SODA BREAD

### INGREDIENTS

- Nonstick vegetable oil spray
- 2 cups all-purpose flour, extra for dusting
- 5 tbsp sugar, divided
- 1 ½ tsp baking powder
- ½ tsp kosher salt
- ¾ tsp baking soda
- 3 tbsp chilled unsalted butter, cubed
- 1 cup buttermilk
- 2/3 cup raisins

### DIRECTIONS

1. Preheat oven to 375 F. Coat an 8-inch round cake pan with nonstick spray.
2. In a bowl, whisk together flour, 4 tbsp sugar, baking powder, salt, and baking soda. Cut butter into the mixture with your fingers or a pastry knife until crumbly. Make a well in the center and pour in buttermilk. Gradually mix until dough comes together. Mix in raisins.
3. Using floured hands, form dough into a ball and transfer to pan. Sprinkle with remaining 1 tbsp sugar.
4. Bake bread for about 40–45 minutes or until golden brown and a tester stick comes out clean. Let bread cool in the pan for 10 minutes, then enjoy!