



	with patients, clients, colleagues and the community.	
	8. Demonstrate a commitment to professional identity and advocacy, progressive change and to life-long learning.	

## Certified Dental Assistant Program Learning Outcomes

**1.**

- e. Demonstrate a variety of appropriate communication skills
- f. Understand the concept of caring communication within the context of the work role.
- g. Foster an atmosphere of trust, respect and caring.
- h. Display respect for the feelings and opinions of others.
- i. Identify barriers to communication and suggest ways to improve communication.
- j. Exhibit appropriate non-verbal skills.
- k. Exercise creative problem skills in conflict situations
- l. Produce written communication that is clear, concise, logical and grammatically correct.
- m. Use computer technology for communication and record keeping.

**4. Demonstrate social awareness when interacting with patients, clients, colleagues and the community.**

Elements of Performance

- 1. Reflect on personal biases in relation to others.
- 2.

9. Establish and maintain a balance between optimal care and making profit.

**7. Demonstrate personal and professional responsibility and accountability as a Certified Dental Assistant.**

Elements of performance

1. Apply provincial and national professional codes of conduct and standards of practice.
2. Function within legal parameters of one's role and refer appropriately.
3. Engage in ongoing self-assessment.
4. Demonstrate accountability for decisions and actions.
5. Evaluate own actions/decisions and act upon constructive feedback.

**8. Demonstrate a commitment to professional identity and advocacy, progressive change and to life-long learning.**

Elements of performance

1. Assess current knowledge, skills, and learning styles.
2. Identify knowledge, skills and values required for new or changing situations to adapt to varying client needs.
3. Identify new knowledge and skills required for effective functioning.
4. Choose most appropriate methods for acquiring new knowledge and skills.
5. Seek opportunities for learning within and outside of job role.
6. Display a positive attitude toward learning and personal growth.
7. Advocate for the clients, self and the professions to achieve progressive change.

**9. Demonstrate an un**