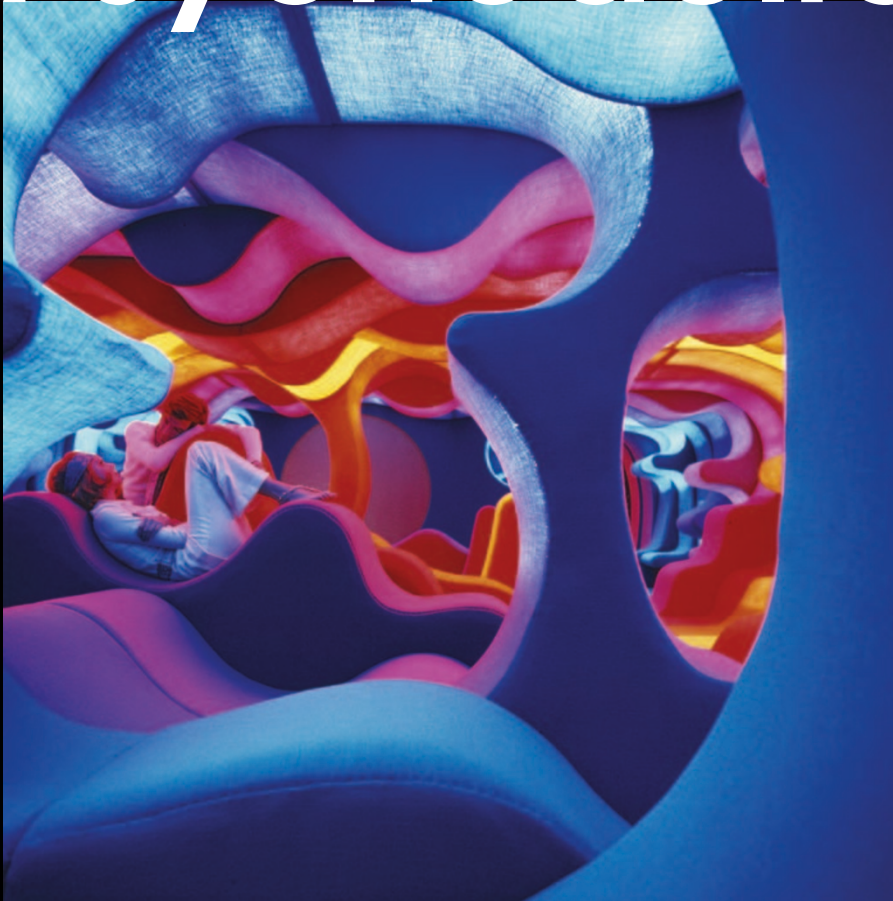


Psychedelic relics



What do the 1960s mean to you? An exciting period of your youth when you listened to The Beatles and The Who while clad in lurid-coloured prints and sprawled on a beanbag next to your lava lamp? Or does it bring to mind Austin Powers with his ridiculous velvet suit and thick-rimmed glasses? Although the popular culture of this era may be the first thing that springs to mind, the 1960s were of course a period of great cultural and political change after the bleak post-war 1950s. The youth of the 1960s were beginning to find their own identities with the help of daring new fashions, rock and roll and experimentation – to a background of the Vietnam War, the Civil Rights Movement, the Cuban

Missile Crisis and JFK's assassination.

It is no surprise that the psychedelic art, fashion and décor that emerged during the 1960s are some of the most vivid and visually-intense of the twentieth century. Artists such as Andy Warhol and Roy Lichtenstein still exert a powerful influence today, and the upcoming exhibition at the Liverpool Tate seeks to explore this. *Summer of love: art of the psychedelic era* begins in May and runs through to September 2005. With work by famous and lesser known artists, and with special emphasis on environments, film, video and multimedia the overall experience should appeal to all ages. Put a bit of psychedelia in your life!

What: Summer of Love: Art of the Psychedelic Era

When: 27 May-25 September 2005 10am-5.50pm (closed Mondays)

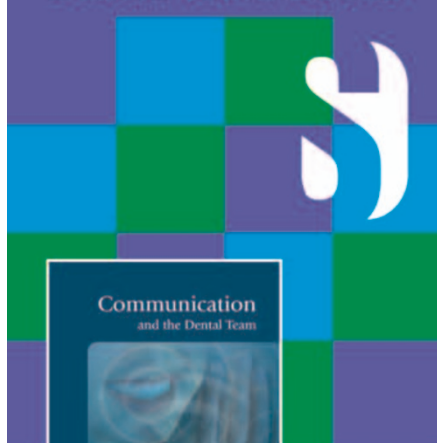
Where: Liverpool Tate

Web: www.tate.org.uk

How much: Adults £4, concessions £3. No charge for accompanied children under 12

Ticket hotline: 0151 702 7400

Dental Team Books



communication and the dental team

**Elizabeth Kay
and Stella Tinsley**

- An essential accessible guide to dealing with patients and work colleagues in the dental team
- Written for the dental team and filled with practical examples of good and bad communication techniques
- Contains case histories to 'test the team'

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HOW TO ORDER

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www.dentalteambooks.com

Spotlight on practice managers & receptionists

If you are interested in personal development and would like to go on a course to help you in your job or to improve your career prospects, there are lots of places you can go to. Below is a list of courses aimed at practice managers and receptionists. It is not exhaustive and only includes courses that are in the UK. Some are workshops or longer college courses; others can be studied via correspondence and/or e-learning.

As either a practice manager or a receptionist, skills such as people management, customer services and IT literacy are valuable, and courses at your local further education college will cover them. Check out the yellow pages under 'Further Education'. For practice managers in particular, the British Dental Practice Managers' Association (BDPMA) recommend studying a general management qualification as the skills required in dentistry are the same as those required to manage in many other industries. Many of the BDPMA's members have achieved nationally recognised qualifications in evening classes or by distance learning, such as those linked to the Institute of Leadership and Management (ILM), the Chartered Management Institute or the Chartered Institute of Personnel and Development.

Practice Management

The Management School

Diploma in Professional Practice Management (ILM Level 5)

(Courses designed specifically for dental practice managers. May be run in various UK locations.)

Fourways, Holywell Lake, Wellington,
Somerset TA21 0EH
Tel 01823 672622

www.themanagementschool.co.uk

UMD Professional Ltd

Diploma in Management (ILM Level 4)

Executive Diploma in Management (ILM Level 5)

(Courses designed specifically for dental practice managers. May be run in various UK locations.)

SBC House, Restmor Way, Wallington,
Surrey SM6 7AH
Tel 020 8255 2070

www.umdprofessional.co.uk

Well received locally based courses (**general management**) include:

My Work Solutions (Ltd)

A new course specifically for practice managers.

Dental Recruitment, PO Box 121 63,
Birmingham B17 8YW
Tel 0845 430 9489

www.mywork-solutions.co.uk

People's College of Further Education

Edexcel Certificate of Practice Management

Maid Marian Way, Nottingham NG1 6AB
Tel 0115 912 4671

www.peoples.ac.uk

Truro College

ILM Certificate and Diploma in Management, plus separate qualifications in various aspects of management - Levels 3-4

Business Centre, College Road, Truro,
Cornwall TR1 3XX

Tel 01872 242702

www.trurocollege.ac.uk/businesscentre

Yeovil College

Edexcel Certificates & Diploma in Management - Levels 3, 4 and 5

Mudford Road, Yeovil, Somerset BA21 4DR
Tel 01935 423921

www.yeovil.ac.uk

Also look out for:

Diploma in Professional Practice Management (accredited by the ILM - equivalent to Level 5). Various UK locations.

Receptionists

The British Dental Receptionist Association (BDRA) recommends:

DenMed Training & Consultancy

Health and Safety

Risk Assessment

NVQ Assessor & Internal Verifier

115 Welford Road, Shirley, Solihull,
West Midlands B90 3HT

Tel 0121 682 1222

www.denmed-uk.com

Dental Resource Company

BTEC Advanced Award in Dental Reception

Advanced Skills for Dental Receptionists

(Customer Care, Sales Skills, Communication Skills, Dealing with Difficult Patients)

BDRA Foundation Certificate in Dental Reception

BTEC Advanced Award in Dental Patient Education (Care Co-ordinator Training)

24 Farnworth Grove, Castle Bromwich,
Birmingham B36 9JA

Tel 08700 664 398

www.dental-resource.co.uk

For more information see www.bdpma.org.uk and www.bdra.org.uk

Book review

Get CREATIVE



Vital has 10 pairs of tickets for the Belfast show to give away. To win a pair, find the hidden words in the grid below; then read the letters that aren't used from top to bottom to spell out the name of a famous tapestry. Complete the answer box and return to: *Vital*, British Dental Journal, NPG, 4-6 Crinan Street, London, N1 9XW. The first 10 correct answers to reach *Vital* by 31 March will each receive a pair of tickets.

Calling all nimble-fingered Northern Irish needlework nuts! If you love to put your own fair hands to good use creating beautiful items for the home or to give to loved ones – then this is the show for you.

The Stitch and Creative Crafts Show, now in its seventh year, will take place at the Kings Hall in Belfast on 7-9 April 2005. Cross stitch, needlepoint, hand and machine knitting, patchwork, quilting, crochet, tapestry, glass art, ceramics, scrapbooking and more will be covered at the event. All the latest products, supplies and equipment you could possibly need will be available to see, try and buy.

Not only will you be able to purchase enough to keep you busy throughout the year and be the envy of all your friends – with bargains, special offers and competitions thrown in for good measure – but you will also be able to attend workshops, demonstrations and presentations and obtain advice on the craft/s of your choice. Luckily 'Pirate Pete's Treasure Hunt' will keep the kids entertained while you peruse the stands for material for your next masterpiece.

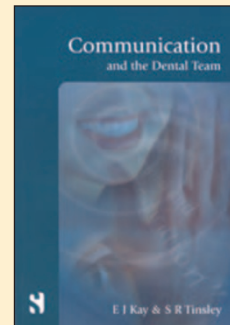
NEEDLES **SKILL** **SEW**
CUT **KNIT** **MOTIFS**
CRAFT **AIDA** **QUILT**
ART **TIEDYE** **TEDDY**
PIN **BATIK**

N	B	S	F	I	T	O	M
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E	U	Y	L	L	I	K	S
D	I	E	Y	D	E	I	T
L	L	E	T	R	A	A	I
E	T	C	U	T	U	D	N
S	E	W	B	A	T	I	K
C	R	A	F	T	P	A	X

What: Stitch and Creative Crafts Show
When: 7-9 April 2005
Where: Kings Hall, Belfast
Web: www.nwe.co.uk
How much: Adults £5, Concessions £4. No charge for accompanied children under 16. £2 discount on advance tickets; one free ticket for every group of 10 booked.
Ticket hotline: 0117 907 1000
Similar events will be held in Shepton Mallet in April and later on in the year in Manchester, Birmingham and Esher.

Communication and the dental team

E. J. Kay and S. R. Tinsley
Dental Team Books, 2004
www.dentalteambooks.com
 £23.95, ISBN 0954614518



Think of communication and the dental team and one immediately thinks of Liz Kay... formally known as Professor Elizabeth Kay. So, no real surprises when she publishes a book on the subject.

Writing a book on a common sense subject, which is also an integral part of a successful career in dentistry is not easy, but she along with her colleague Stella Tinsley has made it look so simple. The tone of the book is specifically written in an accessible style for all team members. It is all very much in line with her lecturing style which always goes down well.

Topics and guidance include:

- Building good relationships with patients and colleagues
- Learning and teaching motivation
- Neuro-linguistic programming (NLP)
- Dealing with problems in the dental work place

The NLP section was especially interesting and like all elements of communication can be used inside and out of the working environment. I even found myself looking forward to having a conversation with someone and watching what eye movements they made and then making my subsequent analysis of the whole event.

While this book is clearly aimed at the whole dental team I think it would be ideally suited to those new to the profession, those studying in a dental setting and those who just have a keen interest in how the general dental public tick!

Julia Brewin,
Dental Hygienist member of the GDC

 The famous tapestry is: _____

Title: _____ First name: _____ Last name: _____

Address: _____

City: _____ County: _____ Post code: _____

Email: _____

Where do you work? _____

What is your job title? _____