



Post-Webinar Test Questions:
Steve Anderson – Why Dental Teams Fail To Hear Yes More Often

1. True or False: Humans naturally make decisions with emotions.
 - a. True
 - b. False

2. Reason(s) dental teams fail to hear ‘yes’ more often is because:
 - a. They fail to engage in the patient’s condition.
 - b. They fail to make clear understandable recommendations.
 - c. Dental teams always hear yes.
 - d. Both a and b.

3. True or False: The Urgency Formula can be very effective in making treatment recommendations.
 - a. True
 - b. False

4. Engaging patients with facts rather than emotions helps with case acceptance:
 - a. True
 - b. False

5. True or False: One effective approach to engage the patient’s condition (ex: periodontal disease) is to ask them how long they have had their periodontal infection rather than telling them they have a periodontal infection.
 - a. True
 - b. False

Name: _____ Degree: _____ Date: _____

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Please email your completed test to info@elevateoralcare.com for grading and recording.



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An AGD Pace Completion Certificate, or corrections to the answers, are needed to obtain a passing score of 80%. This certificate will be emailed to your address above within three weeks for continuing education credit. Please call us at 877-866-9113 for any questions.