

# Dealing with Difficult Patients & Carers

## Plan of action

Whether you are working in an acute health setting or an outpatient clinic, at some point you will be confronted with a difficult patient or carer. In this situation it is easy to lose sight of what you are trying to achieve. The key to dealing with difficult patients and carers is to focus on the immediate behaviour. Then diffuse the situation as quickly as possible and remain safe.

## Key Learning Outcomes

At the conclusion of this program participants will possess the skills to:

- Identify symptoms of difficult behaviour
- Describe the anger cycle
- Evaluate motivators of difficult patients and carers
- Identify systemic causes of difficult behaviour
- Examine current response to difficult patients and carers
- Develop strategies for deflecting anger
- Improve personal emotional resilience
- Develop coping mechanisms
- Implement the ABC behavioural model

## Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- Ideal group size    4 - 10 participants
- Venue                    For your convenience, you can choose to conduct this program at your premises. Alternatively, we can provide a training venue at a small additional cost
- Duration                This program can be conducted as a one day or half day program
- Cost                      Price on request

If you would like more information on this training program, please contact:  
Preferred Training Networks on 1300 323 752

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[www.preftrain.com.au](http://www.preftrain.com.au)