



DEALING WITH DIFFICULT PATIENTS & CARERS

"The best doctor gives the least medicines." - Benjamin Franklin

This training course equips healthcare professionals with essential skills to help them better cope with difficult patients and carers. Participants will gain understanding of different types of challenging behaviours and the reasons behind such behaviour. Course content will focus on communication techniques and the importance of active listening, as well as strategies to manage emotions when dealing with challenging situations. Additionally, participants will learn how to recognise signs of distress and use de-escalation techniques, as well as have an opportunity to practice role plays. This course provides an invaluable learning opportunity which enables healthcare professionals to build confidence and skills to effectively manage challenging patients and carers.

Key Course Content:

- Recognise 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
- Understand how to take "time outs" on busy days
- Improve personal emotional resilience
- Develop coping mechanisms
- Implement the ABC behavioural model



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.