

# DEALING WITH DIFFICULT PATIENTS & CARERS



## NUTS AND BOLTS

*Would you like to attend this program?*

For maximum effectiveness, this course is best conducted as an in-house program.

**Venue:** For your convenience, you can choose to conduct this course at your workplace. Alternatively, we can provide a training venue at a small additional cost.

**Duration:** Each course can be tailored to suit your timeframes.

Look at what you receive within 24 hours at no cost:

- An obligation free proposal
- A bio of a proposed trainer
- Training cost

## GET IN TOUCH

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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 course, participants should be able 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