



# Managing Difficult and Demanding Patients in Practice

How to Communicate with and Manage Problematic Patients in a Busy Practice Environment



Do you find it challenging when dealing with:

- › Loud, frustrated and demanding behaviours that unsettle the other patients?
- › Attempting to calm someone down only to find that it inflames the situation further?
- › The stress and emotion of having to keep your cool when being verbally abused?
- › Having to quickly 'think on your feet' when trying to defuse tension?

If you want your practice team to improve upon how they manage these situations, CAL's 'Managing Difficult and Demanding Patients in Practice' 3-hour corporate training program could be just what the doctor ordered.

Working in a modern medical health practice can be a busy, rewarding and challenging role at times. It is imperative that your practice maintains a safe and positive environment where all feel welcomed, cared for and non-threatened by other patients.

## Who is it for?

- › Anyone who works on the frontline in a health practice and facilitates the daily process of patient management,
- › Those who are looking for effective strategies to defuse and deal with emotional, aggressive or difficult patients.



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## Key Learning Outcomes

- ✓ Learn how to manage high-level emotional reactions to a positive outcome
- ✓ Identify the key elements of communicating and applying healthy patient boundaries that minimise disruption
- ✓ Use effective defusing techniques when things get heated or emotional
- ✓ Know your personal reaction triggers and work towards developing successful self-management behaviours
- ✓ Strategies to manage the patient's carer or hostile family members
- ✓ Using influencing strategies to maintain a safe practice environment for all patients
- ✓ Identify early warning signs to be ahead of the situation.