

Management of Patient Expectations In House Session

With patient expectations rising and increases in aggression, it is essential that teams are skilled at managing conflict safely and constructively.

The course gets the delegates/ teams to think about their personal reactions to patients and what they can do differently.

It is vibrant, fun and challenging, but sends the delegates/ teams away with a real strategy to make a difference

Objectives

- Understanding anger and why different staff groups are treated differently
- Why some patients arrive 'ready for a fight'
- The patient's perspective
- Managing your response
- Calming the patient
- Generating trust
- Not taking it personally
- Practice policies

Who Should Attend?

Any team member in primary care who wishes to manage conflict more constructively and positively

This session is delivered in house by Paul an experienced trainer who has been a Practice Manager and has a background in the NHS, his relaxed and informal style of communication & delivery has received very positive feedback from all delegates

Please call for prices .To book please call me on 07966 617130 or email Jackie.spotonsolutions@gmail.com