

Managing Challenging Patient Interactions – by Heather Hoyle, MPHE, PGCertISP, PGCertTHE, BSc.(Hons), BA(hons), Dip.N (Mental Health), Dip.Dementia Care

Introduction

When we talk of “difficult patients”, it is the behaviour and emotions rather than the patients themselves which we personally find difficult to manage. For this reason, different practitioners will have different perceptions regarding which patients they consider “difficult”. Understanding the origin of such behaviours and emotions, combined with enhanced self-awareness, can assist in fine-tuning our professional communication skills and developing strategies which render challenging patient interactions more therapeutic and productive.

Aim

This full day workshop is designed to facilitate practitioners to gain increased understanding of the common causes, presentation, and management of challenging patient interactions within a clinical setting. In particular, it will allow exploration of how anxiety and stress in both patient and practitioner can contribute towards a non-therapeutic consultation.

Learning Outcomes

By the end of this workshop, participants will be able to:

- Explore and appreciate the impact of anxiety and stress on both the patient and the practitioner;
- Identify and explore common causes of challenging interactions;
- Discuss underlying emotions and significant behaviours associated with challenging interactions;
- Formulate and reflect upon diverse strategies to manage challenging interactions;
- Consider and reflect upon their own personal safety.

Audience

Any practitioner for whom a better understanding of challenging patient interactions is relevant.

Method

Lecture, group work, case studies, facilitated discussion.

Date: Monday 23rd March 2020 at The Institute of Trichologists, 107 Trinity Road, Upper Tooting, London, SW17 7SQ

Time: 9am for a 9:30am start. Finish at 4:30pm

Cost: £100 plus vat = **total £120.00**

Limited to 20 places.

To book, please return to the event listing and follow the ‘BOOK NOW’ link to pay and reserve your place.