

Dealing with Difficult Patients

WHEN Thursday, July 29th 2021
6:30 PM – 9:30 PM

WHERE 130 University Dr
Callaghan VIC 2308
Australia
[View Map](#)

COST \$77 HPMI members, \$110 non members



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1. Recognise the risk factors and key indicators of aggression and violence.
2. Effectively manage difficult patients through a range of communication, de-escalation and diffusion skills.
3. Identify and implement effective practice strategies and measures to improve the safety of the workplace.

The workshop covers a range of communication strategies and skills in dealing with challenging interactions with patients and others. This includes practice set-out to maximise safety and survival skills for GPs involved in home visits and verbal judo for tricky situations. The workshop is designed for all members of the practice team.