

Dealing with Difficult Patients

WHEN Tuesday, October 25th 2022
6:00 PM - 9:00 PM

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

COST \$77.00 for HPMI members



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and [registration details](#)

On completion of this activity participants will be able to

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.