

# MANAGING CONFLICT & DEALING WITH DIFFICULT PATIENTS/SITUATIONS

## Overview:

Conflict at work takes many forms. It may be that two workers simply don't get on or you may have a particularly difficult/demanding customer base - regardless of whether it is internal or external, conflict needs to be resolved or it will have a very negative effect on your business.

Some signs of conflict are evident, however, many individuals may hide their feelings as a way of coping with a problem. It is important signs of conflict are recognised in order to manage them, both internally & externally.

Staff need to understand reporting channels & practice protocols for managing conflict. Knowing how to escalate a problem will make them feel they can report issues rather than feeling they have to put up with or deal with a situation themselves.

Conflict significantly affects employee morale & turnover which in turn has a dramatically negative effect on your business.

**Note:** this session can be run for an individual practice or a local group of practices. It can also be delivered as a management course where steps to managing conflict, including negotiating & mediation, are included. This will ensure that manager's understand how best to manage conflict before it escalates. Content of this session will be tailored to the audience.

## Who should attend?

This session can be run for all members of your practice team or locally for practice staff. It is also an ideal topic for a locality based manager's session.

## How will this course benefit you?

This session will help you to understand conflict, how it occurs & what steps you need to take to avoid/manage conflict.

## Course Programme/Agenda:

- Who are your customers?
- What challenges are we faced with?
- Recognising & managing conflict
  - What is conflict?
  - Positive/negative outcomes
  - Recognising how others are feeling
  - Behavioural signs
  - Body language
  - Verbal signs
- Conflict resolution
  - Questioning & listening skills
- Managing abusive & violent patients
- Dealing with complaints
- Changing our behaviour

## Course Duration:

Half-day seminar

## Contact Details:

Website : [www.insightsol.co.uk](http://www.insightsol.co.uk)

Telephone: 01527 557407

Email: [info@insightsol.co.uk](mailto:info@insightsol.co.uk)

Agenda's mainly apply to off-the-shelf seminar sessions - for on-site training all topics are tailored entirely to meet the needs of your practice.

For information on dates & costs, or for any further information please contact us.