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Successfully Handling Patient Complaints and Increasing Personal Confidence

9.30-11.15 *Dental Practices with few or no complaints and historically, don't get sued.....*

What principles are they working with?

How do you and your team compare?

What changes might you consider in your daily methods of operation?

11.15-11.30 Tea Break

11.35-12.40 *Proactive Risk Management. Balancing the odds in your favour! Understanding the predisposing and precipitating factors as to why people take things further against you.*

12.40pm -1.30 Lunch

1.30-3.00 *Understanding the complaints procedures you need to follow. Strategies for working towards solutions. Spotting the body language of underlying anger, disgust and dissatisfaction and, what to do to avoid escalations.*

3.00 Tea Break

3.15-4.30 *Handling yourself when complaints occur to remain confident and in control of the situation.*