



The Royal Bournemouth and
Christchurch Hospitals



NHS Foundation Trust

"putting patients first"

Dealing with Difficult People

8th February 2011

**Venue: Seminar Rooms 3 & 4,
Education Centre, Royal Bournemouth Hospital**

1.30 Registration

1.45 Finding Your Leverage Points & Listening Well

Changing what you can – *active problem solving*

Keeping calm – *two simple ways to keep in balance*

Three ways to listen to tackle a problem and diffuse anger

3:15 Break. Tea/coffee

3:30 Asking for Change

Choosing your approach to a conflict

Speaking clearly to ask for change without getting into a fight

5:15 Finish