

Handling 'difficult patients' and complaints

Lecturers:

**Kit Maher and Carol Brooking
'Cascade'**

Date and venue:

**Wednesday 16th November 2011
Alverton Manor Hotel, Truro**

Course Organiser:

Carrie Bradburn, Postgraduate Tutor

PROGRAMME

09.00	Registration & Tea/Coffee
09.30	Introduction What happens when we are under stress.
10.45	Tea/Coffee
11.00	Dealing with people who are angry or upset.
12.30	Lunch
13.30	Complaints and keeping everyone happy – including you.
15.00	Tea/Coffee
15.15	Putting it all together and creating raving fans.
17.00	Finish

Aim: To give anyone who works behind a Dentist's reception desk the skills to handle difficult patient interactions and the complaints they bring.

Objectives: By the end of the course participants will:

1. Know the key skills needed to manage angry or upset patients
2. Be able to identify what to do if they can't give the patient what they want
3. Understand how to resolve a problem so that both parties are satisfied