

Cascade

EDUCATION AND TRAINING FOR EVERYONE

HANDLING COMPLAINTS

Lyngford House Conference Centre
14th November 2012

PROGRAMME

09.00	Registration & Tea/Coffee
09.30	Introduction "You can't talk to me like that."
10.45	Tea/Coffee
11.00	"No, that's not what I said!"
12.30	Lunch
13.30	"What <u>can</u> you do then?"
15.00	Tea/Coffee
15.15	"Everybody happy?"
17.00	Finish

Aim: To explore how to handle "face to face" complaints with the general public.

Objectives: By the end of the course participants should:

1. Recognise that *their* buttons are being pushed when someone complains.
2. Know how to build good relationships quickly and easily with challenging patients.
3. Understand how to diffuse a heated emotional exchange.
4. Be able to develop a 'win win' experience with patients.

Ever had one of those days where it seems as if every patient is grumpy and has something to moan about? Well, instead of throwing your hands up in horror and running away we can give you the skills to help you and help the patients. No more stress and arguments just smooth interactions and a 'win/win' outcome for both you and the patient. We will present the difficult issues which face people dealing with patients in this way and reveal the skills which will dissolve and resolve the problems faced. There is no role play but there is a lot of information, enjoyment and techniques which can immediately be put into practice to make your working day even more rewarding!