

**Communication and complaints handling**

Date and venue:

Thursday 19<sup>th</sup> April 2018

The Barn Function Centre

Berkeley

GL13 9EW

Course Organiser:

Keith George

Course Lecturers:

Mr Adam Porter GDP/ Healthcare Interact Ltd

**Programme**

09.30-09.45	Registration.
09.45-11.00	Session 1
11.00-11.15	Coffee.
11.15-13.00	Session 2
13.00-14.00	Lunch.
14.00-15.00	Session 3
15.00-15..15	Tea.
15.15-16.00	Session 4- Including questions and feedback.

**Course Aims.**

- 1- To improve confidence when dealing with aggressive or assertive individuals.
- 2- To improve communications skills with body language.
- 3- To improve empathy with patients and staff.
- 4- To develop skills to manage conflict with patients and staff members.
- 5- To provide interactive exercises to stimulate discussion about professional behaviour and responsibilities.
- 6- To illustrate examples, using actors, of the consent process working well, and failing.

**Course Objectives.**

By the end of the course, participants will;

- 1- Have strategies to deal with consent issues which can arise in dental practice.
- 2- Will be better prepared to deal with conflict and difficult conversations when they arise in practice.

**Lecturer**

Adam Porter is a dentist and actor. After completing his dental training, Adam did professional actor training at drama school. Over subsequent years, Adam has maintained a position in an NHS dental practice in Cardiff, while also pursuing an actor career.