

Handling Complaints (SW09 – 43)

Lecturers:
Cascade

Date and venue:
Friday 06 November 2009
Alverton Manor Hotel, Truro

Course Organiser:
Carrie Bradburn, Postgraduate Tutor

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.