



Workshop name

Mastering Difficult Patient Interactions

A solution focused approach to enhancing the effectiveness and ease of dealing with difficult patients and situations

Target audience

Doctors, Nurses and Allied Health Professionals

Video scenarios/exercises available for

- General Practitioner
- Accident and Emergency
- Obstetricians and Gynaecologists
- Surgeons
- Anaesthetists
- Paediatricians
- Nursing
- Allied Health Professionals

Special exercises can also be tailored for your target audience

Duration

3.5 hours

Number of participants

Optimum 7-15

Minimum 5

Maximum 25

CME

Refer to College Accreditation and Points Document at www.cognitiveinstitute.com.au or email enquiries@cognitiveinstitute.com.au

Premise

Difficult patients and situations are often the biggest stressors for healthcare professionals, yet the responsibility of many clinical jobs makes these encounters unavoidable.

Without training and skills, many professionals either surrender to the aggressor or find it difficult to communicate their point of view for fear of escalating conflict.

Format

Workshop with short lectures, reflective exercises, small group facilitated discussions, group activities, rehearsal of skills.

Brief didactic presentations will provide the focus for small group sessions in which participants are able to share experience and pool knowledge, enabling critical comparison of their skills with their peers and peer learning. Videotaped case vignettes will be used to enable participants to analyse and reflect upon their own skills. The format has been carefully structured to enable a mix of lectures, discussion, critical reflection and evaluation.

Presenter

All presenters of Cognitive Institute workshops are doctors or health professionals who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute.





Objectives

- To understand what makes patients and situations 'difficult'
- To explore effective concepts and models of dealing with interactional difficulties
- To learn and rehearse communication and negotiating skills to effectively handle difficult discussion and situations
- To learn techniques for minimising conflict when correcting behaviour
- To explore methods for handling particularly difficult or resistant patients
- To learn personal 'survival' techniques that improve skills and minimise stress

Content

This is a practical skills development workshop designed to give healthcare professionals competence in handling difficult patient interactions.

The workshop explores:

- The causes of difficult interactions
- The specific challenges faced by clinicians
- How to look past words and emotion to understand patients' motivations and meaning
- Skills for effectively handling difficult interactions

Specific communication skills are also required to avoid arguments and to ensure the interaction is focused on finding an effective solution both parties can live with.

The workshop presents the Cognitive Institute's SOLVE® model – a proven step-by-step approach for handling problems that keeps both parties focused on a solution.

One of the major causes of stress in difficult interactions is having to correct behaviour and request improved performance

Participants learn:

- What motivates people to change
- The stages of change and how to move patients along
- How to provide feedback as a coach, not a referee
- Strategies for dealing with resistance to change

Difficult interactions will never be totally stress-free, and the workshop examines 'survival' techniques to reduce stress and ensure ongoing improvement.

For information on the Cognitive Institute, presenters and workshops visit www.cognitiveinstitute.com.au

To book a workshop call Head Office on 61 7 3876 5711
or email enquiries@cognitiveinstitute.com.au

