

# Dealing with Difficult Patients and Healthcare Personnel

## The skills you need for the challenges you face

The healthcare environment will always be extremely challenging, but you can change the way you approach it. Learn the skills that will allow you to go back to work with a fresh outlook and make it possible for you to experience a return to the sense of fulfillment, satisfaction and empathy that brought you into the healthcare field in the first place. This seminar equips you with the strategies and communication skills you need to survive and thrive in your demanding, high-stress healthcare position.

## Benefits of this program

### In one day, you and your staff will learn to ...

- **Be sensitive** to the reasons difficult people act the way they do
- **Gain the trust of patients** — even those who initially don't *want* to put their faith in you
- **Set limits without creating barriers** for patients, managers and staff members
- **Say and do the right thing** to smooth out a rocky situation and set the relationship back on course
- **Bring out the best** in even the most trying personalities
- **Maintain your composure and control** — even when someone gets “in your face”
- **Cool down heated situations** and put patients and families at ease
- **Win people over** with your newly acquired nonverbal skills

## Key learning points

- **Understand what makes difficult people tick.** Build a plan for getting in sync with difficult personalities so you can easily and effectively communicate and get results.
- **Bring out the best in all kinds of people.** Learn how to reinforce positive behavior so it occurs more frequently.
- **Improve your listening and nonverbal skills.** Gain techniques for projecting concern, calming the most difficult and unreasonable people and convincing them you're on their side.
- **Exude poise and confidence, regardless of how you feel inside.** Feel confident that you can handle anything and anyone, because you'll have a reservoir of interpersonal skills to draw upon.
- **Communicate more effectively, credibly and assertively.** Elevate your “word power” to a more professional level that gets results with any type of personality.
- **Negotiate better agreements and resolve conflicts easily.** Sharpen your diplomacy skills so you can consistently be the voice of reason in difficult situations.

Fred Pryor Seminars/CareerTrack are approved providers of Continuing Education Units (CEUs), credits approved by the Project Management Institute (PMI)®, the HR Certification Institute (HRCI), and the National Association of State Boards of Accountancy (NASBA). This course qualifies for 6 CPE credits. For more information, visit our Continuing Education page.

# Program Agenda

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## Dealing with Difficult Patients and Healthcare Personnel

### Understand what makes difficult people tick.

- Why complainers complain — and how to move them quickly into problem-solving mode
- How to read and interpret other people's body language — what are they *really* saying?
- The “wrong side of the bed” syndrome — why some people start out badly and just get worse as the day goes on
- What your difficult person wants and how you can provide it
- The secret to making others feel valued, important and comfortable — especially when they are ill

### Bring out the best in all kinds of people.

- How to interpret odd behavior in a healthcare setting
- How (and why) you can only fix situations — not people
- 3 ways to increase your personal diplomacy skills so you positively affect negative situations and people
- The 4 behavior styles and how to communicate with each personality type for best results
- Expect the best — the self-fulfilling prophecy that works equally well with physicians, patients and colleagues
- Steps you can take that bring out the best in others in every situation

### Improve your listening and nonverbal skills.

- How to listen, not for what is being said, but implied, by a problem person
- Simple reminders that help you stay attentive to the person talking
- How to be sure your verbal and non-verbal messages are consistent
- Body language to use in dealing with specific kinds of difficult people — it can be more powerful than your spoken word

### Project poise and confidence, regardless of how you feel inside.

- The most powerful and effective response to sarcasm
- How to use positive language to steer conversations with difficult people in a more productive direction
- Ways to say “no” and stand your ground without alienating colleagues or patients
- Why no one — not even the most trying person — can make you feel hurt
- What you can do immediately to defuse a hostile situation

### Communicate more effectively, credibly and assertively.

- The first and best thing you can do when patients or colleagues blow their tops
- How to respond to put-downs — keep your self-esteem intact without making the situation worse
- 5 easy steps that cut through anxiety and tension — and get your point across
- How to re-establish trust when the staff has “blown it” with a patient
- What you can do to help coworkers stop the envy, resentment and back-stabbing
- How to help people solve their own problems, instead of expecting others to find the solutions

### Negotiate better agreements and resolve conflicts easily.

- A proven method for uncovering the unspoken issues behind interpersonal conflicts
- When it is essential to stand your ground and when you should walk away
- The unique challenges of negotiating in a medical environment
- A strategy for getting even the most difficult patient or family member to see things from your point of view
- What to do when a colleague or patient “digs in” and won't budget