TRAINING OUTLINE

COURSE TITLE	Handling Difficult Patients
DURATION	1 day

Introduction

Everyone of us is unique and special. We have our own beliefs, feelings, moods and expectations. This is especially a challenge to manage when we are unwell or in pain. As a medical frontliner or even management staff, we are always facing different characters in a variety of situations in our daily work.

Patient compliance is placed as the most important requirement in Private Healthcare services. Knowing the patientand the abilityto keep the patient and family happy is the utmost important factor. Thus, it is essentialto remain professional and understand their concern and needs. However, there are 'difficult' patientswho present challenging behaviours which requiresto be mitigated with care and calm in a professional manner.

Training Objective

At the end of the course, the participants will be able to:

- Able to recognize and manage your own emotions.
- Able to identify the reasons why patients might be difficult.
- Able to effectively communicate by using clear and concise language, explaining procedures and expectations, and being positively responsive to patient.
- Able to resolve conflict and able to show empathy and to de-escalate in disagreement and find a mutual solution.

Who Should Attend?

Managers, Supervisors, Pharmacist, Patient Relation Executives, Front Line Staff, Healthcare Workers, Allied Healthcare Workers, Registered Nurse, Medical Officer

Learning Methodologies

Interactive Lecture and Presentation, Participative Discussion, Energized Group Activity/ Role play, Q&A Session

Course Content

Session 1-Managing Your Own Emotions

- Emotional triggers in healthcare
- Recognizing stress responses
- Emotional self-awareness
- Techniques for emotional regulation
  - Pause and breathe
  - Cognitive reframing
  - Maintaining professionalism

Session 2-Understanding Difficult Patient Behaviour

Common reasons patients may appear difficult:

- Fear and anxiety
- Pain and discomfort
- Miscommunication
- Cultural differences
- Unrealistic expectations
- Lack of understanding of medical procedures
- Previous negative healthcare experiences

Session 3-Effective Communication Skills

Key communication principles:

- Clear and concise language
- Avoiding medical jargon
- Active listening
- Positive body language
- Managing tone of voice
- Setting expectations
- Checking patient understanding

Session 4-Conflict Resolution & De-escalation

a) Understanding escalation stages:

- Frustration
- Anger
- Aggression

b) De-escalation techniques:

- Staying calm
- Using neutral language
- Not taking things personally
- Setting boundaries respectfully
- Offering options and solutions

Course Content

c) Conflict resolution model:

- Listen
- Acknowledge feelings
- Clarify issues
- Propose solutions
- Agree on next steps

Session 5-Showing Empathy and Building Trust

- Difference between sympathy and empathy
- Importance of emotional validation
- Empathetic statements

Session 6-Self-Care & Stress Management

- Stress in healthcare professions
- Signs of burnout
- Emotional fatigue

Session 7-Improving Patient Compliance

- Why patients fail to comply
- Motivational communication
- Encouraging patient participation
- Shared decision-making

Wrap-up & Q&A

Key takeaways, action plan, feedback and course evaluation