



A Kempsey & Macleay Clinical Society event

Dealing with difficult clients

Some people are harder than others to get on with. Sometimes our interactions with clients or patients can go downhill quickly for any number of reasons. Don't let this happen to you. Come along to our next CPD Bites Kempsey Macleay Clinical Society evening and explore some strategies for dealing with difficult interactions.

What to expect

CPD Bites is an opportunity to meet with local health colleagues, have a bite to eat, and learn bite-sized CPD. Come along to hear from the Medical Indemnity Protection Society (MIPS) about strategies and tips to handle difficult situations, including how MIPS can assist.

There'll be plenty of time to ask questions of your multidisciplinary peers to increase your confidence when facing difficult clinician – client interactions. You'll explore hypothetical scenarios and learn about effective communication techniques and practical strategies.

Learning outcomes

- Identify what makes a patient 'difficult' or professionally challenging
- Recognise causes of difficult interactions
- Learn strategies to navigate difficult interactions
- Understand importance of debriefing and self-care following incidences involving challenging behaviour

Who should attend?

GPs and GP registrars, practice nurses, managers and administration staff, allied health and any primary health care professional with an interest in improving strategies for managing difficult client interactions.

Wednesday 23 June 2021

6–8 pm

The Garden Bar and Kitchen
1/5 Remembrance Way, Frederickton

SPEAKER

Dr David Cooper, Medical Indemnity Protection Society, Specialist Emergency Physician

FACILITATED BY

Dr Andy Williams, General Practitioner
Zoe Brew, Clinical Psychologist

Register now

hnc.org.au/kmcs-difficult-interactions

CPD POINTS

Certificates of attendance will be provided, and we encourage you to self-submit for CPD/PDP.

ENQUIRIES

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