



Network for  
Practices Ltd

[www.networkforpractices.co.uk](http://www.networkforpractices.co.uk)

## Consultant Information

**Deryl Dix** works independently as a facilitator, trainer & consultant with considerable experience in developing leadership programmes and in well-being and mental health in the workplace.

In addition to working throughout the UK, Deryl has worked internationally, frequently delivering programmes in France, Belgium, Germany, China, India, and Singapore.

Deryl's professional experience has included being Director of FPA Wales for ten years and employment at Director level in a further two UK wide charities. In addition, Deryl is affiliated to numerous organisations as an associate. With a background in drama and theatre, creative methods are frequently utilised in her delivery. Deryl is also qualified to teach Mindfulness-based stress reduction (MBSR) courses.

## Booking Information

To book a place/s email

[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

*Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.*

## Dealing Effectively with Difficult Patients

**Date:** 8<sup>th</sup> April 2025  
**Times:** 1330 - 1700  
**Venue:** Zoom Online Platform

**Places available:** 12

**Fee/s:**

<b>NfP Members</b>	<b>£65</b>
<b>Non Members</b>	<b>£110</b>

**This course is suitable for: all GP surgery staff.**

**Staff in healthcare often have encounters with patients who can be challenging or difficult. There are many reasons why patients may present this way, but there are also several tactics for improving the situation and having a productive relationship.**

**This workshop will look at practical techniques to help you achieve successful and positive outcomes with those difficult people and/or situations. Techniques learned are immediately applicable to your workplace and you will leave with the confidence that you know how to achieve a win-win situation with even your most challenging patients.**

### Learning outcomes:

By the end of the workshop participants will:

- Understand why people may be difficult
- Be able to recognise and diffuse a situation before it starts
- Know how to choose when to be assertive
- Have more confidence when dealing with difficult people
- Have discussed situations you may face and how to deal with them in the future
- Have practised behaviours language to be used
- Know when to deal with the situation yourself
- Know when to pass the difficult situation on