

Managing Difficult & Demanding Clients



How to Communicate with and Manage Problematic Clients in a Busy Care Environment!

Have you ever experienced the following?

- > Loud, frustrated and demanding behaviours that are unsettling whilst trying to provide quality care to the client?
- > Attempting to calm someone down only to find that it inflames the situation further?
- > The stress and emotion of having to keep your cool when being verbally abused?
- > Having to 'think quickly on your feet' when trying to defuse client and family tension?

Working in a modern care environment can be stressful but rewarding and challenging all at the same time. It is imperative that carers maintain a safe and positive environment where all feel supported, cared for and non-threatened with the service.

Understanding the strategies and skills to manage client and family expectations successfully requires strategy. Providing frontline teams with the right toolkit to manage difficult client dynamics is a major key to providing successful quality care.

If you want your care team to improve upon how they manage these situations then **'Managing Difficult and Demanding Clients'** could be just the solution that is needed.

Designed for?

- > Anyone who works on the frontline in a care role and facilitates the daily process of client management.
- > Those who are looking for effective strategies to defuse and deal with emotional, aggressive or difficult clients.
- > Frontline staff looking for ways to deal with client families or others involved and manage their expectations.
- > An ideal group size is 6 - 17 participants

Key Learning Outcomes

- ✔ Learn how to manage high-level emotional reactions to a positive outcome.
- ✔ Identify the key elements of communicating and applying healthy client boundaries that minimise disruption.
- ✔ Use effective defusing techniques when things get heated or emotional.
- ✔ Know your personal reaction triggers and work towards developing successful self-management behaviours.
- ✔ Strategies to manage the client's hostile family members.
- ✔ Using influencing strategies to maintain a safe practice environment for all carers.
- ✔ Identify early warning signs to be ahead of the situation.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



Coaching

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