



GP Practice Professional Assertiveness ½ Day Training Course

Recommended for:

All GP Practice staff including receptionists, nurses, practice managers, physiotherapists and doctors.

This course enables employers to provide effective training to ensure that staff are able to stay safe and provide professional face to face and telephone customer service. Responsible employers are also able to demonstrate that they have more than met their duty of care responsibilities and obligations.

With an innovative, confidence boosting practical session incorporated, this 3 ½ hour course is useful to all customer-facing staff.

Course Overview:

Participants learn how to manage confrontational situations encountered in or around GP Practices, learn how to reduce personal risks and to improve their professional approach to de-escalating customer aggression. After completing the course participants feel more in control, safe and confident to manage aggression and frustration.

Course Outcomes and Benefits:

By the end of the course participants will:

- Improve their Communication Skills
- Read warning signs effectively before conflict turns to aggression
- Understand the impact of their body language, words and phrases
- Work better in partnership with other staff members
- Demonstrate their ability to effectively manage aggressive situations
- Be able to report incidents and near misses

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Lone Worker ½ Day Training Course Content

The GP Practice Environment:

- Different Service Users – their and our expectations
- Staff responsibilities
- The limits of acceptable behaviour

Changes to the Environment

- Stages of conflict escalation
- Warning signs and symptoms
- Personal Space
- Understanding the mindset of an aggressive person
- 'Dynamic Personal Safety Risk Assessment'

Responding to conflict

- How our body reacts to conflict
- Trigger words and phrases
- Body language – It takes 2 to Tango

Managing aggressive situations:

- Listening Skills Exercises
- Stop, Think, Say
- Remaining professional
- Controlling anger
- Managing unpredictability (drugs, alcohol, mental illness, etc.)
- Feedback with Impact

Meet **The Intimidator™**

- Practical Training Session with a supportive Coach who ensures that delegates are always successful in an intimidating GP Practice encounter

Putting policies and procedures into practice:

- Reporting incidents and near misses
- Review of practical policies and procedures