

Managing Challenging Clients

- Do you find dealing with emotional clients stressful and draining in the middle of a busy clinic?
- Do you believe that clients' expectations are often way too unrealistic – especially if it's within a set budget?
- Do you find talking about money and convincing clients on the best way forward challenging?

Who is it for?

This course is suitable for any practice team member who interacts either face-to-face or over the telephone with clients.

Course benefits

Effective communication plays a significant role in preventing complaints and errors, which is why the VDS has supported communication skills training for almost 20 years. "Managing Challenging Clients" involves the use of experienced facilitators and simulated clients (played by actors) to allow a unique and interactive learning experience for delegates. This extremely popular type of training is based on extensive research, which has shown that this approach to learning can produce long lasting effects.

Each day is unique and personalised to address any specific issues faced by those who attend. By recreating situations you have found challenging or creating situations you fear, we will give you specific communication tools to deal with them effectively in the future. Although we will look at those specific tools, they are at their most effective when moulded to your individual personality. Even though you may have been to one of our courses before, each day is unique and stands alone.

Key learning objectives

By the end of the course, you will have gained confidence and practical tools in the following challenging situations:

- Defusing anger
- Comforting upset clients
- Apologising without admitting liability
- Getting clients on board with treatment regimes and costs
- Plus any other challenging situations you bring to the day to discuss.

The workshop will award 6 CVE Credits.

Cost	VDS Member...£247 (€284) + VAT, where applicable Non-Member...£297 (€342) + VAT, where applicable
When?	Wednesday 22 May 2019 – Belfast Maldron Belfast Airport Hotel Thursday 23 May 2019 – Dublin Celbridge Manor Hotel

To book, visit www.vds-training.co.uk or email training@thevds.co.uk for a booking form.

VDS Training Services Limited

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