



## ***Dealing with Difficult People***

### ***How to Prevent Problems***

***Mary E. Schmidt, ABOC, CPO***

#### **Course Description:**

How can you deal with the impossible-to-please patient, what about the staff member who gives the lion's share of the work load? Or can we add the doctor, who may have a last-minute task that takes a half-day to complete? This course will prepare staff members to deal effectively with difficult people within the practice.

#### **Learning Objective:**

**After completing this course, attendees will:**

**Discover their responsibility in preventing problems**

**Learn real-world problem-solving skills**

**Understand how non-verbal communications impacts others**

**Improve their communication skills**

**Have the ability to prevent problems**

**Learn to interrupt body language, tone, and inflection**

#### **Needs Assessment:**

All staff members who need to improve their communication skills.

**Audience:** Paraoptometric; Optician

**Length of Workshop:** 2 hours

**Approved CE:** ABO, AOA