

Handling complaints and managing difficult patients

BDA, London | Friday 25 January 2019

Programme

- 09:30** Registration and refreshments
- 10:00** Understanding the formal procedures of complaint handling
Practice Management Consultant, BDA
- 11:00** The importance of excellent customer care
Heather Dallas, Managing Director, Dallas Development
- 11:50** Morning refreshments
- 12:05** Managing difficult patients – skills and techniques for effective patient (part 1)
Heather Dallas, Managing Director, Dallas Development
- 13:00** Lunch
- 13.45** Managing difficult patients – skills and techniques for effective patient communication (part 2)
Heather Dallas, Managing Director, Dallas Development
- 16:30** Close of course