

Managing Conflict: Dealing with Angry & Abusive Patients

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Calm

- Do not raise your voice
- Be confident and firm
- Respond in a calm tone as this usually deflates anger



Listen

- Actively listen to the complaint
- Maintain eye contact and do not interrupt
- Repeat back to them to show you are listening



Acknowledge

- Acknowledge their complaint
- Show empathy
- Apologise for any inconvenience



Warning

- Remain calm
- Politely request that they not speak to you in that way
- Warn them that you will terminate the conversation if they continue



End Conversation

- Tell them that you are now ending the conversation
- Ask them politely to leave the premises
- If they refuse, explain that you may have to call security/police

