

De-escalate Angry Patients at Your Front Desk More Quickly

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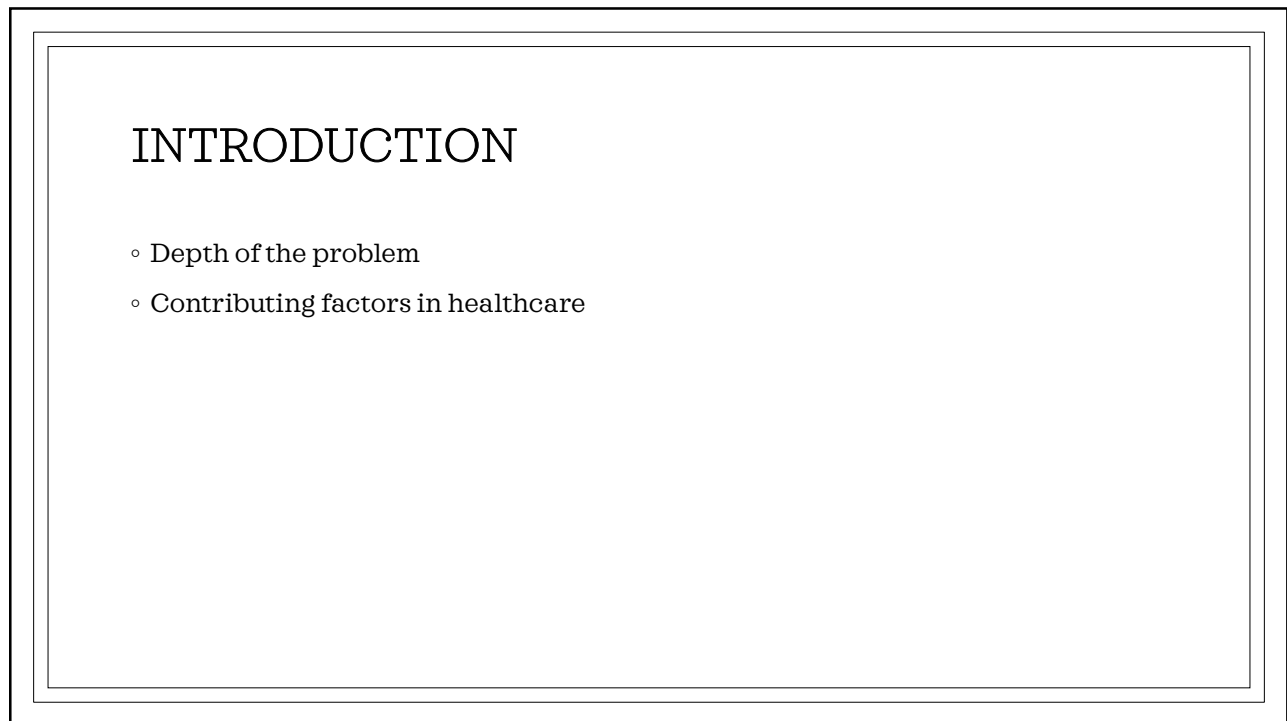
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UNDERSTANDING THE “OTHER”

- The dynamic of unmet expectations
- Assessing the person - warning signs
- Warning signs
 - Agitation
 - Raised Voice
 - Profanity
 - Pacing
 - Glare and Stare
 - Threats

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PROXEMICS

What is proxemics?

- Space between people that allows for a feeling of comfort
- Its about messaging and safety
- Space and distance
- Key distances: 6' 4' 3' 18"
- Defenses (verbal, move, barriers, flee)

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BEGINNING THE ENCOUNTER

- Approach (not just physical)
- Remain calm
- Think and portray dignity and respect
- Acknowledge by name, if possible
- Introduce yourself, your role, your purpose
- Assess the location for excessive distractions – move the discussion
- Match your non-verbal clues to your verbal technique
- Barriers include: spacing, looking down, arms crossed

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IMPORTANCE OF VOICE CONTROL

- Rate, tone, and volume
- Listening empathetically
- Use questions – ask, don't presume
- Consider if “creature comforts” are needed
- Think about what you want:
 - Voluntary compliance
 - Cooperation
 - Collaboration

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IMPORTANCE OF VOICE CONTROL CONTINUED

- Key phrases that show support
 - What I hear you saying...
 - I understand what is important to you is...
- Use “name”, “please” and “thank you”
- Build on small successes
 - “we are making some progress here”

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SEEKING THE REAL ISSUE

- Ask what they want now and later
- Provide options - based on what they want
- Don't give up, it can take time
- State the non-negotiable and why
- Impasse or disconnect - pass the person

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PLANNING, PRACTICING AND DEBRIEFING

- Planning: what could happen and what would I do?
- Practicing: role play or running scenarios and responses through your head
- Debriefing: provides objective insights and may lead to improvement and shared learning

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QUESTIONS???

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THANK YOU!

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