



www.networkforpractices.co.uk

Consultant Information

Deryl Dix works independently as a facilitator, trainer & consultant with considerable experience in developing leadership programmes and in well-being and mental health in the workplace.

In addition to working throughout the UK, Deryl has worked internationally, frequently delivering programmes in France, Belgium, Germany, China, India, and Singapore.

Deryl's professional experience has included being Director of FPA Wales for ten years and employment at Director level in a further two UK wide charities. In addition, Deryl is affiliated to numerous organisations as an associate. With a background in drama and theatre, creative methods are frequently utilised in her delivery. Deryl is also qualified to teach Mindfulness-based stress reduction (MBSR) courses.

Booking Information

To book a place/s email

bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £45 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.

Responding Effectively to Challenging Interactions with Patients

Date: 14th July 2026
Times: 1330 - 1700
Venue: Zoom Online Platform
Places available: 10

Fee/s:	NfP Members	£60
	Non Members	£105

This workshop is suitable for: all staff.

Having your own laptop with a working camera and microphone is crucial. If that's not an option, a mobile phone can be used to join the presentation. The workshop involves interactive group work, so it's important to have individual access to participate fully.

Introduction:

Healthcare professionals often encounter patients who can be challenging for various reasons. However, there are effective strategies to improve these interactions and foster productive relationships.

This workshop will introduce practical approaches to help you achieve successful and positive outcomes when dealing with difficult situations and/or challenging behaviours.

The skills acquired are immediately applicable to your workplace, and you will gain the confidence to create win-win scenarios with all your patients.

Aims:

To equip healthcare professionals with practical approaches and communication techniques that enable them to effectively manage challenging interactions with patients.

To develop the confidence and skills of participants in fostering positive relationships and improving outcomes for both staff and patients



Learning Outcomes:

By the end of the workshop, participants will:

- Understand the causes of challenging behaviour
- Know how to recognise and defuse a potentially challenging situation before it escalates
- Gain confidence in managing challenging conversations
- Have discussed your challenging scenarios and explored options and strategies for responding effectively
- Have been introduced to and practiced effective assertive communication techniques that will support you in achieving a win-win solution with your challenging patient inter-actions
- Have considered your next steps and developed an action plan

The workshop will include 3 parts:

Part 1: Pre-work a short piece of work to be completed before the workshop to enable this to be brought to the workshop.

Part 2: Online workshop with a balance of trainer input, group work and discussion.

Part 3: Additional material in the form of a toolkit which be sent out 1 week after the training. An opportunity for some structured reflection and leaning (action plan reflection) which is sent out 2 weeks after the workshop.

Training methodology:

The workshop element of this workshop can be delivered both online and face to face using experiential training methods. Participants' confidence in handling difficult conversations will be built upon through discussion, peer learning, practical exercises and reflection.

The underlying causes of challenging behaviours in healthcare settings will be explored through discussion and the sharing of the experience of the participants and by input from the trainer.

Participants will be provided with the opportunity to reflect on their own challenging scenarios and formulate effective response strategies.

The programme will include both theory and the opportunity to practice the skills of both non-violent and assertive communication.

Before the end of the workshop session participants will be asked to complete their own personal action plan. Participants are encouraged to share these with their managers and to start to put them into practice as soon as they return to their workplace.

One week after the workshop session participants will receive a toolkit of approaches learned. Two weeks after the workshop, participants will receive a structured list of prompts to encourage them to reflect on what they have put into practice already and the impact of this. They are encouraged to discuss this with their manager.

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Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH

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