



Managing Difficult Patients

Richard Miller

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In order to prevent and manage confrontation and aggression, it is important for health workers to understand the origins of these problems. This entails a basic understanding of human psychology and an ability to recognize and defuse confrontational situations. This book introduces concepts such as personality, self-awareness and social skills, before dealing with interactions and difficult behaviour. There are chapters on managing difficult behaviour, physical responses and the nurse's responsibility, particularly with dealing with physically aggressive patients.

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