

# Dealing With Difficult Patients...Turning Lemons into Lemonade

We designed this seminar to address the many challenges in dealing with difficult patients. Together, we will embark on a journey to pinpoint the people and situations that create the most stressful part of a dental practice. Identifying challenging patients is easy; but turning them into great patients who rave about your practice is quite another story. You will be glad you did!



***Lois Banta***

[\*lois@bantaconsulting.com\*](mailto:lois@bantaconsulting.com)



***Banta Consulting Group***

*33010 NE Pink Hill Rd*

*Grain Valley, MO 64029*

*816-847-2055 Office*

[\*www.bantaconsulting.com\*](http://www.bantaconsulting.com)

## **Key Topics:**

- Identifying the difficult patient
- Written protocols and systems
- Re-training the difficult patient
- Knowing when and how to release a patient
- Team involvement
- Hidden traits of a difficult patient...fear, anxiety, etc.

