

**Practice Management Nuggets © Webinar
For Your Healthcare Practice
Learning Resources Guide**

July 21, 2016 30 minutes

Presented by: **Jean L. Eaton (Your Practice Management Mentor)**
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Guest Expert: **Monique Caissie**
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1. What is Monique's #1 Tip for healthcare professionals, practice managers, or healthcare team members that you can use to de-escalate a patient's anger?

2. 6 steps to de-escalate a patient's anger:

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3. How is this different than dealing with someone that you will have an ongoing relationship, say, for example, a co-worker?

Monique is available to help you! Contact Monique at MoniqueCaissie.com

[Download the Free guide, How To Ask For What You Want Cheat Sheet](#)

Practice Management Nuggets© weekly interview series with practice managers, healthcare providers, or trusted vendors who support healthcare practices. Topics include things you need to know to help you start, grow, fix, or maintain your healthcare practice. Hosted by Jean L. Eaton, Your Practice Management Mentor. See <http://www.InformationManagers.ca/privacy-training> for upcoming events.