

# Managing Challenging Patient Behaviors

**Who Should Attend?**

Direct patient care staff and management

**Dates:**

September 9, 2016  
November 4, 2016

**Time:** 8:30-5:00pm

**Location:**

Chancellor's room  
Sublevel 1  
Laurel Heights  
3333 California St.

**Register Now:**

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For Questions contact:  
[LearningandDevelopment@ucsf.edu](mailto:LearningandDevelopment@ucsf.edu)

**Recognize and effectively respond to patients with challenging behaviors.**

This course provides a framework for understanding common challenging patient behaviors and engaging them with a balance of empathy and respectful limit setting.

**Course description:**

This workshop begins with identification of challenging patient behaviors and the personal and environmental factors that may lead to challenging behavior in health care environments. Knowledge, behavioral strategies, and attitudes that will enable effective personal responses to challenging behaviors are presented and discussed.

**Topics include:**

- Internal and external factors that contribute to patient's challenging behaviors.
- Strategies for increasing awareness, enhancing validation, matching interventions to the patient's level of behavior and setting limits without the use of confrontation.
- UCSF Medical Center's policies and guidelines regarding how to address patient's challenging behaviors.