

Unit 7 - Key take aways on handling manipulative behaviour

Apply active listening

assertive communication and clear boundarysetting to manage manipulative patients



Recognize verbal and non-verbal cues

indicative of drug-seeking behaviour



Develop an empathetic but firm approach

to addressing drug-seeking behaviours

Maintain professional boundaries

in emotionally charged situations



Use patient history

and medical records to assess needs and quide decision-making





















