

WORKSHOP ON EFFECTIVE COMMUNICATION SKILLS FOR COMPLAINT MANAGEMENT

By DYFC, CDSHK

- Exploration of causes of conflicts and motives of complainants
- Demonstration and hands-on practice of effective communication skills in complaint management



Speaker:
Ms. Scarlett Tsoi

 23 Feb 2025 (Sun)

 9:45am to 1:15pm (Registration starts at 9:30am)
Lecture Hall, The Federation of Medical Societies of Hong Kong, 4/F, Duke of Windsor Social Service Building, Wanchai

 \$800

 CDSHK CME/CPD: 2.5pts non-passive, 2pts passive <Cat C>
DCHK CPD: 4.5pts <Core CPD Category F: Communication>

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