

Responding Assertively to Challenging Conversations and Situations



Overview

This one day interactive workshop provides participants with basic skills to respond to challenging conversations and situations with confidence in a calm and clear manner. It introduces a variety of methods and explores issues participants may face when helping others.

Topics Covered:

- ✚ how to recognise when a problem is developing in the early stages
- ✚ how to respond to challenging conversations and situations
- ✚ roles that people play in difficult situations
- ✚ core skills and strategies that promote change
- ✚ how to best respond to particular scenarios
- ✚ assertive communication and the importance of language
- ✚ how to maintain personal and professional boundaries
- ✚ when and how to refer to others
- ✚ self care.

Who can attend? Managers, workers/volunteers new to HACC or any interested parties.	
Date: Wednesday 18 April 2012	Venue: Level 3 Bowen Library. 669 Anzac Pde, Maroubra Junction 2035
Time: 9:30am – 4.00pm	
Cost: HACC staff/volunteers \$55 (prices include 10% GST) Non-HACC staff/volunteers \$110 (Please contact VAST for more information on Non-HACC bookings)	
<i>The total training fee will be charged if less than 14 days notice is given of a cancellation.</i>	
Facilitator: Marianne Gabriel has 25 years experience as a Registered Nurse specialising in the critical care areas of: Adult Intensive Care, Neonatal Intensive Care, Operating Theatres and Recovery. As a Registered Psychologist for the past 12 years in private practice, Marianne utilises a holistic approach toward health and well-being in her work with children, adolescents, adults, couples and families. She provides training to organisations and groups on a wide range of topics.	

Full payment is due at time of booking.

Please go to our website to download the booking form

<http://www.jnc.org.au>

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