

A Professional Approach to

Communication in the Work Place

Date: Friday, 9th May 2008.

Aims and Objectives

The aim of this program is to offer a forum for aged care workers to explore ways of dealing with difficult situations which involve relatives and significant others.

At the completion of this program it is expected that the participant should be able to:

- reflect on the significance of one's personal communication style and its impact on others.
- prevent unnecessary conflict through better communication.
- deal more competently and professionally with difficult people.
- understand the main features of effective teamwork.
- know the difference between counselling and interviewing.
- appreciate the overall impact that communication may play in your professional development.

The facilitator for this seminar is:

Sue Forster

Nurse Consultant and Educator. Sue is a registered nurse who has worked extensively in both clinical and nursing management positions in the private and public health care sectors. Her background includes working as a nurse in the British Defence Forces. She has also worked as a Director of Nursing in Queensland. As well, she has extensive experience working as a nurse in protective services. Sue's clear thinking and stimulating presentation style makes her a very competent and popular presenter.

Sue is the co-editor of the highly successful Ausmed book and audio entitled: 'Aged Care Nursing: A Guide to Practice'.

Organised by Ausmed Conferences

ATTENTION NURSES This day earns **5.5 Continuing Nursing Education (CNE) points**

as part of the Royal College of Nursing, Australia, Lifelong Learning Program.

The College recommends that nurses should aim to achieve 30 CNE points per year.

This study day has been endorsed by APEC No. 04083036 as authorised by Royal College of Nursing, Australia according to approved criteria.



Venue: The Pavilion, Queensland Cricket Headquarters,
Allan Border Field,
1 Bogan Street,
Breakfast Creek, Qld.

Enquiries: (03) 9375 7311
An electronic copy of this program can be found online

www.ausmed.com.au

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- 8.30 Registration and Enjoy a Refreshing Drink
- 9.00 Life Long Learning Program, *Royal College of Nursing Australia*
- 9.10 **Effective Communication – The Golden Key to Workplace Relationships**
- What are the main impediments to communication between staff and people using health care services e.g. patients, residents?
 - What is the role of unconditional positive regard in effective communications?
 - How effectively do you communicate?
 - Tips for communicating clearly with relatives/friends.

10.30 Morning Tea and Coffee

11.00 **Conflict and Negotiation Skills**

A look at the common causes of conflict in health care settings.

- What are the key negotiating tactics for achieving conflict resolution?
- When is the use of a neutral mediator helpful?
- A conflict - free workplace - is this a realistic goal?"

11.45 **Dealing with Difficult People**

In the workplace, staff, patients and relatives may present with a variety of difficult behaviours and emotions. Examples include:

- demanding – hostile – unreasonable / suspicious
- rude – deceitful – over-dramatic

An illustrative case study will highlight communication approaches which will assist in diluting or extinguishing these behaviours.

12.30 Lunch Break

1.30 **Team Work Essentials**

Well co-ordinated and efficient nursing care promotes positive health outcomes for many patients.

- What are the main features of effective teams?
- What are the major impediments to achieving team harmony?
- Coping with issues that arise in the multi-disciplinary team.
- How to use advanced communication skills to nurture group cohesion, trust and optimism for the best team relationships.

3.00 Afternoon Tea and Coffee

3.30 **Counselling and Interviewing Communication**

Counselling and Interviewing skills are invaluable for all nurses, regardless of the health care setting.

- What is the difference between counselling and interviewing?

4.15 Close of Study Day and Evaluations

To Register

Venue —The Pavilion,
Queensland Cricket Headquarters,
Allan Border Field, 1 Bogan Street,
Breakfast Creek, Qld.

Accommodation

Brisbane Riverview Hotel
Cnr Kingsford Smith Drv & Hunt St
HAMILTON QLD 4007
Tel: 07 3262 0847 Fax: 07 3262 0841

Refunds and Cancellation:

A standard handling charge of 10% is deducted from the registration fee upon written notification of cancellation. We regret no refund can be offered if notification occurs less than **two weeks** prior to the event.

To Register:

Fastest registration occurs online.

- **Online:** www.ausmed.com.au
- **Post :** Ausmed Conferences,
PO Box 4086,
Melbourne University,
Parkville, Vic 3052.
- **Fax :** (03) 9375 7299
- **Tel:** (03) 9375 7311
- **Email:** ausmed@ausmed.com.au

To obtain a Tax Invoice prior to paying simply register online and click the invoice option.

Registration includes lunch, refreshments and education notes.

Please register **___ person(s) for \$200 plus GST = \$220**

Enclosed is a cheque or money order. Credit card (Mastercard or Visa).

Please add \$5 if paying by credit card to pay for bank costs.

My credit card number is:

.....

Please print name on card

.....

Expires /

Signature

REGISTRATION FORM -PROFESSIONAL APPROACH/Communication in Work Place

Registration for this event to be held on Friday, 9th May, 2008, Brisbane.

Name:Position:

Workplace:

Address:Postcode.....

Telephone Fax:

Email:@.....

Do we have your permission to email information about our educational products? Yes _____ No _____