

NSWNMA EDUCATION CALENDAR

Tools in Managing Conflict & Disagreement

for nurses & midwives 2014

Online Registration now available via the NSWNMA website!

Wednesday 3rd September
Parramatta RSL
Cnr Macquarie & O'Connell Sts
Parramatta (Hunter Room)

Thursday 13th November
"Tradies" Sutherland District
Trade Union Club, 57 Manchester
Road, Gymea (Flinders Room)

9.00am – 4.30pm
Members \$85.00
Non Members \$170.00
Lunch & Refreshments Provided

Dot Yam informs, challenges and motivates people in the areas of leadership, conflict management, communication, team building, customer relations management and effecting cultural change. For over 20 years Dot has trained nurses and members of the multi-disciplinary health care team.

Participants attending this one-day workshop will gain the skills to specifically identify behaviours they are dealing with & therefore be in a much better position to address the situation with clarity. This enables a positive & assertive approach through empathic objectivity. Skills & strategies learned in this workshop can be implemented immediately post session.

- Is it the person or the behaviour that we are dealing with?
- Cognitive approach in managing the situation vs managing the problem
- Avoid getting caught up in the drama
- Using positive and assertive language and action in handling conflict
- Reframing confrontation to conversation

Vivienne Black co-facilitates workshops with Dot Yam. Her expertise is in communication and building positive relationships. Vivienne works closely with multi-disciplinary healthcare teams. Participants who have attended her workshops found them enlightening, engaging, uplifting and life-changing.

www.nswnma.asn.au/education for registration form and further details

REGISTRATION: complete form and post to NSWNMA, 50 O'Dea Ave. Waterloo NSW 2017 or fax to (02) 9662 1414
ENQUIRIES: (02) 8595 1234 (metro) or 1300 367 962 (regional)

Authorised by B.Holmes, General Secretary, NSWNMA

