



Practical Skills Getting People On-Side 1-Day Seminar

It's not uncommon that we come across people and situations that make us wonder...

Why is this person so different from me?

What do I have to do to turn the situation around?

I am at a loss as to how to cope with this!

There's no need to feel stuck or continue to feel upset or frustrated.

Yes, there are ways.

In this program we will specifically look at how you could turn the situation around and maximize the chance of getting people on side – your side!

This programs' content includes:

- ✦ Knowing me, and understanding you
- ✦ The influence of conditioning and expectations
- ✦ Choosing my attention and focus
- ✦ What are communication patterns and how to make use of them
- ✦ Managing my emotions and staying mindful
- ✦ Using a cognitive and solution focused approach.

Friday 31 March
and
Wednesday 8 November

NSWNMA
50 O'Dea Avenue
Waterloo
9.00am to 4.30pm

Members \$85
Non-Members \$170
Lunch and Refreshments Provided
Numbers strictly limited!

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.

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.

REGISTER ONLINE: bit.ly/NSWNMAeducation

 **(02) 8595 1234 (metro) or 1300 367 962 (regional)**

Authorised by B. Holmes, General Secretary, NSWNMA

