



Practical Skills in Managing Difficult and Aggressive Clients

This program is designed for general nurses, aged care nurses, midwives and staff at any level who has interaction with clients and/or relatives.

Participants will have the opportunity to discuss and explore skills and tools as applicable to their various situations.

Content:

- ✦ Identifying patterns of aggression and verbal abuse
- ✦ Managing emotional hijack in self and others
- ✦ Skills and techniques in developing calmness and confidence
- ✦ Practicing empathic professional approaches in dealing with aggression
- ✦ Plan and develop a cognitive approach in managing each situation
- ✦ Building positive relationships to get people on side.

NB: This course does not have a mental health orientation.

Wednesday 31 May

NSWNMA, 50 O'Dea Avenue, **Waterloo**

Friday 20 October

“Tradies” Sutherland District Trade Unions Club
Southern Cross Terrace, 57 Manchester Road, **Gynea**

Time:

9.00am to 4.30pm

Numbers strictly limited!

Members \$85

Non-Members \$170

Lunch and 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.

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

