



Tools in Managing Conflict and Disagreement

for nurses and midwives
1-Day Seminar

Content:

- ✚ Managing the situation vs managing the person
- ✚ Practicing the cognitive solution-focused approach in managing conflict and disagreement
- ✚ Managing emotions in self and others
- ✚ Taking the fear out of confrontation
- ✚ Developing fundamental skills in assertiveness

Friday 12 May

Parramatta RSL, Hunter Room

Corner Macquarie and O'Connell Streets, **Parramatta**

NB: Attendees will need to sign in providing ID that has date of birth and address

Monday 9 October

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

Time:

9.00am to 4.30pm

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.

Members \$85

Non-Members \$170

Lunch and Refreshments Provided

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

