



MANAGING DIFFICULT CONVERSATIONS IN AGED CARE

For frontline staff who provide telephone-based support, information, assessment, care coordination, or client service to older people.

Grampians Sector Development invite you to join us for a 3.5 hour online session via Zoom, where ICML will provide you with the tools to confidently manage difficult conversations in Aged Care.

This workshop predominantly focuses on interactions over the phone.

This session will cover how to:

- Overcome reluctance to have difficult conversations
- Understand different personality styles
- Use tone of voice (and body language) constructively
- Use active listening techniques to create a calm atmosphere
- Structure messages to ensure they are received as intended
- Apply conflict resolution models
- Give and receive feedback
- Deal with emotional reactions.

Places are limited to 20 participants. Book early to avoid disappointment.

Online workshop dates:

- Tuesday 29 September, 9.00am-12.30pm
- Thursday 8 October, 1.00pm-4.30pm
- Friday 9 October, 9.00am-12.30pm
- Monday 19 October, 1.00pm-4.30pm
- Tuesday 10 November, 9.00am-12.30pm
- Tuesday 1 December, 9.00am-12.30pm

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For all enquiries please contact: sectordevelopment@bhc.org.au