

2019 Training Opportunities

Challenging Incidents - General

Aims/Purpose:

This interactive workshop focuses on conflict resolution and communication strategies to effectively manage aggression and threat of harm in the workplace.

Recommended for staff who have completed the Ko Awatea 'CALM Communication' e-learning and, who in consultation with their manager, believe that further face-to-face training is required due to the nature of their work area.

HVDHB staff can attend at CCDHB on request. Please contact course facilitator for information on venue and dates.

Content:

- Understanding aggression
- Strategies to reduce the potential for aggression in the workplace
- Keeping safe
- De-escalation and communication strategies
- Relevant legislation

Available to:	Price (+ GST)	Booking Method
Hutt Valley DHB Staff	Nil	MyPay Learning & Development
Wairarapa/CCDHB Staff	Nil	wendy.ross@ccdhb.org.nz
External Health Professionals (Primary Health, PHO, Aged Care)	\$250.00	wendy.ross@ccdhb.org.nz
Private sector & other DHB's	\$250.00	wendy.ross@ccdhb.org.nz

Target Audience	All staff in general services who have direct contact with patients and their families.
Pre reading requirements	(Ko Awatea) CALM Communication e-module
Course Facilitator	Wendy Ross wendy.ross@ccdhb.org.nz
Food Provided	Tea and coffee only

Course Details:

Day	Date	Venue	Time: From -To
Friday	15 February	Learning Centre – Auditorium Hutt hospital	0900 to 1600
Friday	31 May	Learning Centre – Auditorium Hutt hospital	0900 to 1600
Tuesday	13 August	Learning Centre – Auditorium Hutt hospital	0900 to 1600
Wednesday	13 November	Learning Centre – Room 2 Hutt Hospital	0900 to 1600