



2021 Training Opportunities

Challenging Incidents

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.

Content:

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

| Available to: | Price (+ GST) | Booking Method |
|---|---------------|--|
| Hutt Valley DHB Staff | nil | MtPay Learning and Development |
| Wairarapa/CCDHB Staff | nil | Wendy.Ross@mhaids.health.nz |
| External Health Professionals (Primary Health, PHO, Aged Care) | \$250 | Wendy.Ross@mhaids.health.nz |
| Private sector & other DHB's | \$250 | Wendy.Ross@mhaids.health.nz |

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|--------------------------|---|
| 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 (Te Roopu Whakatau educator) wendy.ross@mhaids.health.nz |
| Food Provided | no |

Course Details:

| Day | Date | Venue | Start - Finish |
|----------|------------|----------------|----------------|
| Tuesday | 30 March | Auditorium | 0900-1600 |
| Tuesday | 18 May | Auditorium | 0900-1600 |
| Thursday | 19 August | Meeting Room 2 | 0900-1600 |
| Thursday | 28 October | Meeting Room 2 | 0900-1600 |