

The SquareCogs Seminar Series

Counselling and Communication Skills

for health professionals

Level 1 : concepts and practice of counselling and communication

19 August 2010 9am – 4.30pm lunch included /free parking

\$199
early bird
16/7/2010

Heritage listed Macarthur House, 8 Melville St Parramatta NSW 2150

Occupational Rehabilitation is challenging for health professionals especially when working with multiple stakeholders in statutory rehabilitation systems. When rehabilitation professionals are placed in a position of managing these relationships, their ability to communicate effectively and use highly developed counselling skills may enhance or detract from the desired outcome. Aspects of communication from intra- to inter- personal levels are reviewed, along with an overview of Motivational Interviewing and other techniques. This seminar provides Level 1 training to provide some basic tools to enable the rehabilitation professional to start to improve their own communication style. Levels 2 & 3 will further develop these skills in a practical and supportive environment.

At the end of this one day seminar, participants will have achieved these learning objectives:

1. A good understanding how to improve their own communication skills
2. An appreciation of the fundamental principles of good communication from an experiential perspective
3. An understanding of how to use the basics of Motivational Interviewing and Transactional Analysis to enhance outcomes
4. Practical experience with counselling microskills and an understanding of where and how to use them

Morning session

- 9am Welcome and introduction – Introduction to concepts, foundations of good communication, levels of communication. Practical introduction to the topic and quick self-assessment
- 10am The hierarchy: Intra and interpersonal communication. Introduction to the microskills , listening, questioning.
- 10.45am **Morning tea**
- 11am Practical applications of the microskills. Analysing communication dynamics – selective perception. The nature of 'reality' and truth and implications for communication. Communication hazards and how to navigate them
- 12 noon Eclectic counselling including Motivational Interviewing and Transactional Analysis techniques – an overview.
- 1pm **Lunch (provided)**

Afternoon session

- 2pm Relationships: communication as a process , inevitable and irreversible. The context of communication. Practical workshop session 1.
- 3pm Practical skills 2 - dealing with contextual factors – the workplace – setting up a program – negotiating with stakeholders including insurer, employer, the family
- 4pm Discussion and questions

FAX YOUR REGISTRATION TO (02) 8580 5159

www.squarecogs.com.au

About Coralie Wales, your workshop presenter

Coralie Wales is well known for innovation in educational programs for rehabilitation professionals. She has provided services to assist those most challenging clients for over a decade consulting to employers, insurers, rehabilitation providers and treatment providers to improve outcomes for all parties. Coralie's PhD research has investigated Australian vocational rehabilitation service provision challenges in the context of chronic pain. She has taught Counselling and Communication Skills at the University of Sydney and is a regular provider of continuing education for health professionals. Coralie has a deep understanding of the challenges for all stakeholders in the provision of rehabilitation services within Australian statutory compensation systems. She is the President of Chronic Pain Australia.

General Enquiries: phone Phillipa at Macarthur House 02 9890 6988 bookings@squarecogs.com.au
Fax registration form to 02 8580 5159 or post to Macarthur House 8 Melville St Parramatta 2150

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REGISTRATION DETAILS

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Enclosed is my cheque for \$_____ payable to SquareCogs.

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Cancellation policy

Your registration will be confirmed in writing when full payment is received. We will refund your registration in full less a \$60 administration and processing fee if notification is received in writing by 19 July 2010. If cancellation advice is received between 20.7.10 and 29.7.10 you will receive a 50% refund and workshop notes. No cancellation will be received after 30.7.10.

All charges plus GST

- Early bird \$199
 Standard \$250
 Interstate flat rate \$199
 Student \$150

Please make cheques payable to SquareCogs and send to 8 Melville St Parramatta 2150



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You must register and pay before 16.7.10 to receive the early bird rate. SquareCogs reserves the right to cancel or postpone this event if circumstances require. The information collected is for the purpose of processing your registration or enquiry and keeping you informed. The provision of this information is voluntary.

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