

Communication and dealing with difficult patient behaviour



Date

Tuesday 8 June 2021

Time

Registration and light dinner
6.30–7.00 pm
Education session
7.00–9.30 pm

Venue

RACGP SA&NT
College House
15 Gover Street
North Adelaide

Cost

Staff of RACGP members \$55
Non-members \$90
(All prices are inclusive of GST.)

Contact

Anjelica Boden
Tel: 08 8267 8310
Email: anjelica.boden@racgp.org.au

This session will enable you to understand the importance of effective communication within a general practice environment and respond to the challenges in dealing with difficult patients.

Course outline

- Methods of effective verbal and non-verbal communication
- Barriers to effective communication
- A model for responding assertively, effectively and safely to anger, aggression and conflict
- Taking care of yourself in the workplace
- Current claim themes.

Who should attend

This workshop is suitable for practice nurses and practice staff.

Presenter

Kerri Hooper, Position

** Please note: Attendee numbers may be limited, subject to social distancing restrictions applicable at the time of the workshop.*

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RACGP SA&NT

Please print letters clearly.
Use black or blue pen.
Place ☒ in all applicable boxes.

Section A: Attendee name(s) for certificate

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|----|----|
| 1. | 4. |
| 2. | 5. |
| 3. | 6. |

Special requirements (i.e. dietary, physical etc.)

Section B: RACGP Member details

Title First name Surname

Practice RACGP no.

Section C: Course selection and fee

Staff working for RACGP members are eligible for the RACGP member rate.

GP in training **\$30**

RACGP member **\$55**

Non-member **\$90**

All prices quoted include GST.

Bill to: Practice Attendee(s) Email address (for invoice):

Section D: Declaration

By signing and returning this registration form to the RACGP, I the delegate make the following declarations:

I have read, understood and accept the RACGP Delegate Conditions and Cancellation Policy which can be found at www.racgp.org.au/usage/delegate-conditions (or provided on request).

I have read, understood and accept the RACGP Privacy Statement which can be found at www.racgp.org.au/usage/delegate-conditions (or provided on request) and consent to my personal information being dealt with to administer this event.

Signature

Date

How to lodge your registration

You can register and pay online



www.racgp.org.au/sant/events

OR complete and return this form and an invoice will be issued for payment



Fax 08 8267 8319



RACGP SA&NT, College House
15 Gover Street, North Adelaide SA 5006

For more information call **08 8267 8312** or email anjelica.nowak@racgp.org.au

You must contact the RACGP SA&NT office if you have not received your confirmation email within 5 working days of submitting your registration. The RACGP accepts no responsibility for assumed registrations that have not been confirmed in writing by the RACGP SA&NT office.