

# MANAGING DIFFICULT COMMUNICATION FOR FRONTLINE STAFF

**WOODEND - CANCELLED**

**Location:** Brooke Street Medical Centre,  
14 Brooke St, Woodend VIC

**Time:** 9.30am – 12.30pm | Registrations  
9.00am

**CASTLEMAINE**

**Location:** Buda Historic Home & Garden  
42 Hunter St, Castlemaine VIC

**Time:** 2.00 – 5.00pm | Registrations  
1.30pm

**Date:** Monday 16 March 2020  
**Presenters:** Ms Robin Tchernomoroff, Managing Director | Learnprn  
**Audience:** Practice Managers, reception staff  
**Cost:** \$25 (incl. GST) to be paid on registration

During this workshop, we will discuss using triage assessment and interpersonal skills in challenging situations in primary health care settings.

Robin is an experienced nurse educator whose aim is to provide training that is interactive and enjoyable.

Robin's expertise is in providing person-centred care, working with people who have emergency needs and working with people with complex needs.

## Topics

- Communicating with patients/clients that have difficult behaviours
- Ways to handle face-to-face and phone contact
- How to respond, do's and don'ts
- Triggers that may set off certain behaviours
- Privacy and confidentiality issues

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**RSVP via the link below by 10 March 2020**

### [Castlemaine](#)

Please email [cvevents@murrayphn.org.au](mailto:cvevents@murrayphn.org.au) if you have any questions about the event. If you find yourself unable to attend after your RSVP, it would be appreciated that you cancel your registration via the Eventbrite platform. This assists organisers and sponsors to better manage the event and maintains credibility of Murray PHN's CPD program.