

RECEPTIONIST WORKSHOP

Saturday 20th July 2019
Tailrace Centre, Launceston



For the
wellbeing
of Tasmanians



Time	Session	Presenter
9am – 9.30am	Registration & Welcome Morning Tea	
9.30am – 12noon	Change Management <ul style="list-style-type: none">• Identify ways to improve support for your healthcare providers• Build skills for managing change in a healthcare environment• Use data for practice improvements• Understand the importance of building a team and improvement culture.	Katrina Otto (Train IT Medical)
12noon – 12.30pm	Lunch	
12.30pm – 1.30pm	Self-Care – Strategies for Your Toolkit <p>This session will explore the importance of self-care through understanding the work of a renowned organisational psychologist and the different roles and responsibilities we undertake as part of modern life. Good self-care strategies are crucial it helps to reduce the negative effects of stress, overload and can help you refocus and put things in perspective.</p> <p>Throughout the workshop we will look at strategies that you can add to your toolkit along with understanding how to compartmentalise and manage distressing situations and patients' stories.</p>	Deb Burden (HR+)
1.30pm – 3.30pm	Managing difficult patients <p>Managing difficult patients can be a challenge! The hostile, aggressive patient, the demanding patient, the know-it-all, the excessively anxious patient and the incessant complainer are some of the people that we need to know how to manage effectively.</p> <p>This interactive session will take us through specific strategies on how we can effectively manage these challenging patients.</p>	HR+ & Primary Health Tasmania
3.30pm	Close	