

RECEPTIONIST WORKSHOP

Saturday 17th August 2019
Wellers Inn, Burnie



For the
wellbeing
of Tasmanians



Time	Session	Presenter
9am – 9.30am	Registration & Welcome Morning Tea	
9.30am – 12noon	<p><u>Archipelago</u></p> <p>A DREAM VOYAGE AND A DESERT ISLAND</p> <p>Participants embark on a luxury voyage through an idyllic and uninhabited tropical archipelago. The voyage has barely begun when disaster strikes, and they must scramble for the life boats.</p> <p>Finding themselves marooned on a series of islands scattered around the archipelago, small groups must set about establishing communities complete with rituals, symbols, established patterns of behaving & relating and their own way of doing things. All of this will happen in the safety and comfort of the conference room – but be warned! The activity will be followed by a discussion examining the way we respond and adapt to change back in the workplace.</p>	<p>Simon Thiessen</p> <p>(The Real Learning Experience)</p>
12noon – 12.30pm	Lunch	
12.30pm – 1.30pm	<p>Self-Care – Strategies for Your Toolkit</p> <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>	<p>Deb Burden</p> <p>(HR+)</p>
1.30pm – 3.30pm	<p>Managing difficult patients</p> <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>	<p>HR+ & Primary Health Tasmania</p>
3.30pm	Close	