

MASTERING CONFLICT

Health services across Victoria are struggling to come to terms with conflict in the workplace. Conflict that is dealt with poorly leads to increased experiences of bullying, diminished staff satisfaction, increased staff turnover and the associated recruitment costs, increased absenteeism and stress related WorkCover claims.

'Mastering Conflict' is a practical and interactive course that will give you the insight, skills and strategies needed to confront conflict and address it constructively - way before it spins out of control and blows up into bullying and harassment. This course has an emphasis on what it takes to make the transition from nurse clinician to nurse manager smoothly and effectively. We explore the essential elements of managing in the health, aged and community care sector, the management mindset and the path from nurse clinician to nurse manager. It is about helping you make the transition from clinician, to manager, to great manager, smoothly and effectively.

OUTCOMES

At the completion of the course you will:

- Uncover why people experience and deal with conflict so differently
- Identify alternative approaches to responding to conflict and their impacts
- Explore how you respond to conflict
- Discover how you can change the way you experience conflict
- Develop constructive methods for dealing with everyday conflicts

WHO IS THIS COURSE DESIGNED FOR

This course is especially valuable for nurses who are emerging or newly appointed nurse managers or those who have leadership potential. It is also incredibly valuable for existing managers who want to refine their ability to deal with conflict and difficult conversations.

DURATION 1 day

TIME 9.30 am - 4.30 pm

INVESTMENT

\$460 Member

\$559 Non - Member

DATE 26 November 2013

LOCATION

Camperdown Hospital (South West Healthcare)
York St, Camperdown VIC 3260, Australia



TO REGISTER

To book, go to www.vhia.com.au.

If you have any further queries, please do not hesitate to contact us on telephone (03) 9861 4000.