

DIFFICULT CONVERSATIONS

Workshop: How to talk to almost anyone about almost anything (adults)



About the workshop:

This workshop is for anyone who may be involved in any sort of difficult conversation about almost any topic. The workshop will cover:

- how to structure a difficult conversation and find a positive purpose
- the importance of empathy and when not to empathise
- keeping the conversation on track and using language that does not create resistance.
- recognising when not to have a difficult conversation and how to leave a conversation that may be unhelpful
- gaining agreement with the other party and making a plan for the future.

The workshop will cover a range of topics depending upon the interests of the group, including: personality clashes in the workplace; delivering difficult news; supporting individuals who may be distressed; difficult performance conversations; responding to the difficult behaviour of another person; responding when another person criticizes you; when to engage in mediation and when not to engage in mediation; difficult conversations in close relationships, among many other possible topics.

About the facilitator:

David Cherry

David is a Clinical and Forensic Psychologist who has been working for 34 years. David worked as a psychologist in residential care with children, adolescents and families for 14 years where there were concerns about the welfare of the child. He also had a private practice for 25 years where he worked with children, adolescents and adults. David was a volunteer with the Victorian State Emergency Service for 4 years where he was involved in responding to storm and flood damage, road crash rescue, body recovery and searches.



Date: 9.30am - 4pm, Wednesday 9 March, 2016
Location: City of Melbourne's Multicultural Hub - Gallery Room, 506 Elizabeth Street Melbourne
Cost: CIMA Member - \$295 or Non Member - \$335
Course Includes: Lunch, morning/afternoon tea, teaching materials and certificate of attendance

6.5 hours of Professional Development can be claimed from this workshop.

REGISTRATION FORM

For Cheque and Direct Debit (invoice) payments only

To pay by credit card please use the online link below

First name: Last name:
Postal address: State: Postcode:
Occupation: Organisation:
Contact number: Email address:

I am a: CIMA Member Joining Member Non Member

CIMA Membership

\$88 (within Australia) | \$80 outside Australia

Joining Members please contact CIMA prior to completing your online registration so your discounts can be applied:

admin@cima.org.au | +61 3 9663 7999

All fees are in Australian Dollars

ABN: 49 086 584 833 | No. A0037135R

GST not applicable

Payment total:

Payment details: Cheque (attached) Direct Debit (Invoice)

Crisis Intervention and Management Australasia

Return this form via post or email:

PO Box 24251, Melbourne VIC 3001 | conference@cima.org.au

BOOK ONLINE AND PAY VIA CREDIT CARD
tinyurl.com/CIMA-DifficultConversations

Mastercard or Visa Card only

Refund Policy: Course fees will be refunded (less 15% administration fee) up to 21 days prior to the course. Please note that no refunds are possible 21 days prior to the course date. However, registrations are transferable to another person on notification to CIMA. CIMA reserves the right to cancel or change workshops if minimum numbers are not secured for the course to run. If in the unfortunate event that a course is cancelled, 14 days notice will be given to all registered attendees and a full refund will be issued.