

# THERAPEUTIC COMMUNICATION FOR HEALTH PROFESSIONALS

Presenter: Jayne Huggard,  
MHSc (hons), Dip. Couns, Dip. ATE, NZRN

*This one day course will be offered three times this year*

The aim of the day is to assist health professionals to strengthen and build their ability to communicate effectively with their patients, families and colleagues at work.

The Patient-Centred approach will be reviewed through a framework known as Dignity Conserving Care. There will be a strong practical emphasis to the day and topics will include an exploration of personal communication behaviour, active listening skills, handling challenging situations, assertiveness, resolving conflict and looking after one's own needs.

Where: Mercy Hospice Auckland  
61 College Hill, Ponsonby, Auckland

Time: 10.00 am - 5.00 pm

Dates for 2010: Friday 23 April  
Saturday 3 July  
Monday 15 November

Cost: \$85.00



*Morning and afternoon tea provided. Bring your own lunch or purchase at the local cafes.*

## REGISTRATION

To register your attendance, complete this registration box in full, including payment of \$85.00 and send to: Angie Poi, Mercy Hospice Auckland, PO Box 47693, Ponsonby, or fax this form including credit card details to (09) 361 5977.  
No registration accepted without payment.

Title ..... Name .....

Occupation ..... Organisation .....

Address .....

Email ..... Ph ..... Fax .....

Requirements: Invoice  No  Yes .....

Payment Options:  Cheque enclosed (made out to Mercy Hospice Auckland)

Credit Card Type: Visa / Mastercard only (please circle)

No.: ..... Expiry Date: .....

Name on card: .....

An invoice and receipt will be emailed/posted once registration and payment is processed.

For any further registration enquiries please contact Angie Poi on (09) 361 5966 or email:

[angie.poi@mercyhospice.org.nz](mailto:angie.poi@mercyhospice.org.nz) Course enquiries to : [jayne.huggard@mercyhospice.org.nz](mailto:jayne.huggard@mercyhospice.org.nz)

This flyer is also available on our website [www.mercyhospice.org.nz](http://www.mercyhospice.org.nz)