

Teach Me Law Enforcement Pty Ltd

Conflict Management for Health Care Professionals

Course Overview

This information session will be of benefit to people working in the Health Care industry or environment. This course is of particular significance to employees working with families suffering the loss of a relative or friend within a Health care facility such as nursing staff, administration, specialist teams.

Vocational outcomes

This program is not aligned to any Unit of Competence however does contain Learning Outcomes from 'Apply conflict management principles'

Entry Requirements

Applicants must be 18 years and over. Applicants need to be employed at the time of the course.

Applicants must be able to speak and comprehend English to an acceptable standard. Applicants will be required to give clear directions under adverse conditions during training.

Fees

\$220 per person (gst included) for less than 10 in the group

\$1400 (gst included) for 10 or more per group session

No RPL for this course. There are no exemptions

There are generally no refunds once enrolled. Some refunds may be considered and these can be found in our policies, located on our website www.tmle.com.au

Other associated costs

There are residential classes which participants must attend. Participants are advised any costs involved in attending any classroom instruction is not included in the course costs and is to be met by the participant.

Award

This is not a Nationally Accredited Course. Students will receive a Certificate Of Attendance upon completion.

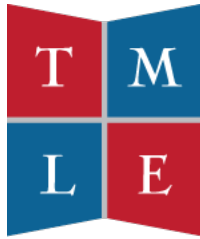
Duration

TMLE allows 4hours to complete the training and information course.

Structure

This course is completed by:

1. Practical work undertaking typical scenarios encountered whilst working as a Health Care employee
2. Attendance at classroom instruction (4 hours total)
3. Delivery of best practice methods by a qualified health care expert



Recognition

The uniqueness of this course and specialist subjects do not allow for RPL

Learning materials

TMLE will supply learning materials in this program with:

1. recommending reference material
2. session learning material
3. an industry expert to instruct and deliver the lesson

Assessment

There are no formal assessments for this program, however learnt knowledge is tested by;

1. class exercises which are typical workplace scenarios
2. classroom interaction and participation

How to enroll

Read this course information leaflet carefully.

Download an enrolment form from our website www.tmle.com.au

Payment must be made prior to course commencement date. Applicants should make themselves aware of the refund policy prior to enrolling.

Payments can be sent to
TMLE
PO Box 1007 Ingleburn, NSW 1890

Direct debit is available, details are available on the enrolment form.
For enrolment details and course availability or inquiries regarding

programming a course for your organization, please call the
Course Coordinator Evi Messer
0458 698 653

Or
9602 7530

The training can be held at any venue or premises. Alternatively you can have your employees attend our modern training rooms at:

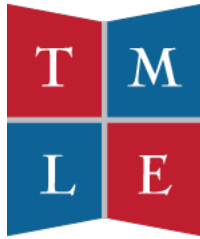
Suite 4 / 50 Macquarie street
Liverpool NSW 2170

Subjects to be covered in the 1 day work shop

Welcome and introduction to the topic

- ✓ Identify potential conflict before it occurs
- ✓ Understand the source of the persons distress & identify the context of the distress
- ✓ Identify signs of emotional distress and / or aggression.
- ✓ Learn basic communication skills in conflict management.
- ✓ De-escalate the situation and manage the conflict
- ✓ Moving forward – Away from the conflict.
- ✓ Mitigating potential risks.
- ✓ Using a mediator

Practical scenarios
Debrief and questions.



Our qualified experts and instructor

Mr Greg Jarman

Qld University of Technology

Bachelor Psychology (Hons)

University Southern Qld

B Sc. Applied Psychology

Special attributes and skills

Clinical supervision – Individual & Group

Critical Incident Debriefing & Trauma

Counselling

Project Development – Health and Wellbeing