

PROMOTING RESILIENCE IN FRONT LINE WORKERS

This workshop will teach managers, team leaders and front-line workers the skills to reduce stress, manage conflict situations and protect themselves from issues of burnout, psychological injury and compassion fatigue. Moreover, participants will learn to manage difficult interactions with consumers, stakeholders and co-workers allowing them to enhance working relationships as well maintain their emotional wellbeing and motivation. This training is for anyone who regularly deals with important, complex and difficult interpersonal situations in a demanding context.

Core content:

- managing yourself while managing others,
- using greater emotional intelligence in your work,
- learning effective de-stressing strategies,
- becoming comfortable with managing conflict situations positively,
- managing competing demands and enhancing your emotional intelligence.

Who should attend

This workshop is for managers, team leaders and front line workers.

WHEN	Friday the 25th of May 2012 9.00 A.M. to 4.00 P.M
WHERE	Lavalla Centre 58 Fernberg Rd Paddington Qld 4046
FEE	\$286.00 includes lunch, morning & afternoon tea, workshop notes, CD with notes & templates.

For more information

Matthew Ford

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Geoff Fitzgerald

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OTHER WORKSHOP DATES:

9 March 2012 – Leading Effective Groups
20 April 2012 - Taking Charge of Change

In-house workshops can also be negotiated. We welcome all enquiries.



Geoff
FITZGERALD
COUNSELLING
BSW, MSW, Clinical Member QAFI

To register:

A registration form can be downloaded at www.matthewford.com.au/news.htm

About the facilitators:



Geoff Fitzgerald has twenty years experience in Counselling, Management, Workplace Counselling and Consulting and Training. Geoff

regards every impasse, difficulty or crisis as an opportunity for development and growth. It is this underlying theme that imbues his work with organizations, individuals and families. He is particularly keen to promote greater emotional intelligence and to connect the growth of individual integrity with the growth of more productive interpersonal relationships. Geoff is in private practice as a counsellor and consultant. He has a Bachelor of Social Work and a Masters of Social Work. Geoff is a Clinical Member of the Queensland Association of Family Therapists.



Matthew Ford is a Brisbane based consultant with extensive experience in strategic planning, program management, evaluation,

quality systems and training. Facilitation is the foundation of Matthew's work. He designs and facilitates processes for people coming together with a purpose. Matthew has worked with groups and organisations, both large and small, tailoring processes for a range of planning, project management, peer mentoring and evaluation activities.

Matthew draws on a breadth of experience across the community, government and private sectors. He has a Master of Business Administration and a Bachelor of Arts (Psychology) from The University of Queensland and the Certificate IV in Training and Assessment TAA40104.