



College of Nursing, Hong Kong 香港護理學院

Room A&C, 13/F, Hyde Centre, 223 Gloucester Road, Wanchai, Hong Kong

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College of Nursing, Hong Kong is accredited as a provider of Continuing Nursing Education by the Nursing Council of Hong Kong since 2005.

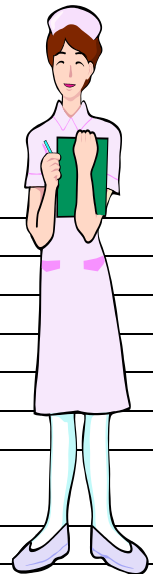
Think, Reframe Before You Act In Health Care Sector!

If we keep following the idea of an eye for an eye and a tooth for a tooth, we will end up with an eyeless toothless world - Gandhi

Being assertive, honest and direct has its advantages but on the other hand there may be drawbacks if one speaks swiftly without thinking through what the other person might take from one's direct, frank dialogue. The consequences could be extreme and may result in a breach of trust which in most cases would be difficult to rebuild. Before reacting to a situation, have you considered what effect your response will have on the receiving party and should you reframe, re-phase and ignore the situation. Adopting an appropriate strategy could have lasting effects, which are beneficial to all. This course will help participants to think concisely, adapt to different scenarios and attempt to reframe one's response before one reacts.

Contents:

- 1) Self actualisation and expectations
- 2) Managing the negotiation
- 3) Strategic communication skills
 - Listening skills ● Empathy ● Communicating ● Focusing on the other party
- 4) Handling emotions and impasse – emotional barometer
- 5) Conflicting interests and competing goals
- 6) Consequences of breakdowns
- 7) Collaboration
 - Connection ● Consideration ● Control ● Caring
- 8) Reframing and doubt creation



Date	: 11 August 2018 (Saturday)
Time	: 15:00 – 18:00
Seminar Code	: SE-LI-18-03
CNE points	: 3 CNE Points
Speaker	: Mr. William KONG and Dr. Christopher TO
Entry Requirement	: Nurses of All Ranks
Venue	: 12/F, Hyde Centre, 223 Gloucester Road, Wanchai, Hong Kong (Causeway Bay MTR Station Exit C)
Seminar Fee	: Member: HK\$340 Non-member: HK\$550
Language	: Cantonese and English
Certificate	: Certificate of Attendance to be collected personally by the end of the seminar at reception.
Application	: Send the duly completed Enrollment Form and a cross cheque payable to “College of Nursing, Hong Kong” in person or by post to College. Seminar Information and enrollment form can be downloaded at www.cnhk.org.hk
Payment	: For cancellation before the deadline of application, 10% of paid fee will be charged. No refund after the deadline. 50 Seats are available on first-come-first-served basis. Only those unsuccessful applicants will receive notification and refund.
Remarks	: Name change of the applicant(s) is NOT allowed once enrollment.
Application Deadline	: 30 July 2018 (Monday)
Enquiry	: 2572 9255 WhatsApp: 6975 3991



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香港護理學院已於二零零五年獲香港護士管理局批准成為提供護理持續教育的機構。

醫護行業的溝通陷阱與改善技巧！

「如果我們沿用以牙還牙、以眼還眼的思維，最終，我們的世界會變得盲目和沒有誠信。」(印度聖雄甘地)

自信、誠實和率直是有其優點，但是從另一方面來看，如果一個人迅速說話而不加思考他人對其的自信、誠實和率直說話的感受，將會有很多負面的影響。這些後果可以是極端嚴重，可以破壞彼此之間的信任。在大多數情況下再次重新建立這些信任將會是十分困難。你在對某一情況作出反應之前，是否應當考慮過你的反應將會為訊息接收對象產生什麼的影響？你是否應當解讀、重新調整和忽略這些情境？採取適當的對應策略可以產生持久正面的影響，對所有人都有所得益。本課程將說明參與者可以簡明扼要地思考，適應不同的情景，並嘗試在個人作出反應前，重新整理自己的反應。

課程內容：

1. 自我實現和期望
2. 談判管理
3. 戰略溝通技巧
4. 積極聆聽技巧
 - 同理心 ● 溝通技巧 ● 專注對方 ● 處理情緒和僵局-情緒晴雨錶
5. 利益衝突和相互競爭的目標
6. 決裂的後果
7. 協作
 - 連接 ● 審議 ● 控制 ● 關懷
8. 解讀和創造合理懷疑



日期：	2018 年 8 月 11 日(星期六)
時間：	下午 3 時至 6 時
研討會編號：	SE-L1-18-03
持續護理教育學分：	3 CNE 學分
講者：	陶榮大律師及江仲有律師
報名資格：	護士同業
研討會地點：	香港灣仔告士打道 223 號海聯大廈 12 樓 (港鐵銅鑼灣站 C 出口)
研討會費用：	會員：港幣 340 元 非會員：港幣 550 元
語言：	廣東話及英語
證書：	研討會完畢後可獲發「聽講證書」，出席者當天請到接待處領取。
報名方式：	* 填妥報名表格連同劃線支票(支票抬頭：香港護理學院)，親身遞交或郵寄至本學院。 * 研討會資料及「報名表格」：請瀏覽本學院網頁及下載
繳費方式：	* 名額：50 (座位有限，先到先得) * 如報名後於報名截止日期前欲取消，須扣除報名費 10%；截止日期後欲取消將全數扣除。 * 報名不獲接納者，將獲學院通知及安排退款。
備註：	報名一經接納，名額不得轉讓。
報名截止日期：	2018 年 7 月 30 日(星期一)
查詢：	電話號碼：2572 9255 WhatsApp：6975 3991