



## College of Nursing, Hong Kong 香港護理學院

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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.

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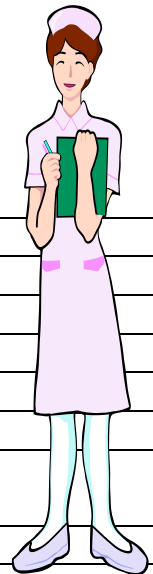
# Think, Reframe Before You Act In Health Care Sector!

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 <a href="http://www.cnhk.org.hk">www.cnhk.org.hk</a>
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. <b>Only those unsuccessful applicants will receive notification and refund.</b>
Remarks	: NO Transfer is allowed once enrolment.
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。

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## 想一想，在醫護行業裡再修正你的言行舉止！

「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)

在別人面前表現得堅定自信、忠厚耿直，未嘗不是個優點；從另一角度看，直話直說的溝通方式卻也有可能令人感覺你未經思考而說話，因而產生截然不同的感覺和結果，甚至會破壞信任和引發衝突。什麼是衝突？如何解決衝突？有想過在處理事情時，接收訊息的一方對你的回應有甚麼想法呢？你會重新修正、重說一次或是不聞不問？採取合適溝通技巧和策略，改善病人與你的關係和工作，持續有效，無往不利。本課程有助參加者敏銳思考，應用於不同的場景，在對方有負面反應前，嘗試再次調校自己的表達方式避免衝突。

課程內容：

1. 自我實現及期望
2. 作為醫護人員掌握策略性的溝通技巧
3. ● 掌握聆聽技巧 ● 同理心技巧 ● 情緒管理技巧 ● 聚焦他人技巧
4. 處理情緒及僵局：情緒顯示標
5. 有爭議的利益及爭持的目標
6. 破裂的後果
7. 協作
  - 連結 ● 考慮 ● 控制 ● 關注
8. 重新調校及另類見解



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