

EXPRESSION OF INTEREST

Better Questions Workshop

1-day workshop

For Health & Wellbeing, Aged and Disability Care Professionals

Do you want to make a bigger difference in people's lives by enabling them to manage their own health, wellbeing and lifestyle choices?

You have the ability to achieve this through one conscious act...by changing the way you communicate with people.

Communication typically consists of too much TELLING and not enough ASKING, which inhibits people taking responsibility for their own lives. The **Better Questions** workshop offers highly effective communication strategies and practical tips that will enable you to enhance your communication skills and professional practice. Using the **Better Questions** communication technique with your clients will lead to them being more engaged, motivated for self-management and less dependent upon services.

Information packed and interactive, the **Better Questions** workshop covers:

- Recognise habitual patterns of response in our conversations
- Understand the impact of asking vs telling and the principles of asking Better Questions
- Using Better Questions in practical scenarios
- Handling resistance to the approach
- Listening tips and traps
- Improve your ability to ask Better Questions
- Introduction to the BETTER QUESTIONS model
- Experiential activity to practice asking Better Questions

What will I gain if I attend?

- Understand the benefits of asking vs telling as a preferred mode of communication
- Develop listening skills to facilitate more creativity, resourcefulness and engagement
- Understand when to ask questions and what questions to ask
- Walk away with an action plan for implementation to improve your skills on an ongoing basis

Who is this workshop suitable for? This workshop everyone in the Health & Wellbeing, Aged, Disability Care Sectors who want to be able to have more empowered conversations with their clients and patients to help them to be more resourceful.

"The team got a great deal out of this training. They were practising their questioning on me when they arrived back!! Thank you for taking them on the journey. It makes such a difference when a team has good questioning capacity – they can be conscious of what they're doing and others around them. As you know I believe this type of training is essential!" **Rosie Rowe, Director, Primary and Preventative Health, Western District Health Service Hamilton VIC**

"I can hardly believe what an impact your Better Questions workshop has had on me and the changes that have already occurred in my work practices since my attendance. I have been telling everyone about it." **Victoria Busch, Community Cancer Care Coordinator, Gosford Hospital NSW**

I have heard about your great workshop!
.. and I would like to:

Register (No.) _____

attendee/s for a **PUBLIC** Better Questions workshop in or near:
City/Town: _____

Arrange an in-house workshop at my place of work and would like more details please.

Name:

Contact No.

Email:

To register your interest please complete this form and email to:

info@betterquestions.com.au

or FAX to: 1300 678 477

Or call us on: 1300 695 377



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