

Better Questions Workshop

Empowering People to be Resourceful & Achieve Better Outcomes



Do you want to enable people to be more engaged, resourceful, motivated, empowered and to take more responsibility for their health? You have the ability to achieve this through one conscious act...by changing the way you communicate with them.

Communication typically consists of too much TELLING and not enough ASKING, which inhibits people from thinking for themselves, overcoming their own challenges and being self-motivated. The **Better Questions** workshop offers highly effective communication strategies and practical tips that facilitate people to be more engaged, motivated and empowered to make their own choices. By learning the **Better Questions** methodology you will enhance your communication skills and your professional practice.

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?

- ✓ Enable patients/clients to be more engaged and motivated towards their own health care
- ✓ Be more effective and confident in your conversations with clients/patients and have practical strategies to implement immediately
- ✓ Better understand what causes resistance to an empowering approach and have tools to better manage this resistance
- ✓ Have a simple, yet highly effective 'Person Centred' framework to follow that is easy to use and alleviates clinicians stress to 'always have the answers'

Who is this workshop suitable for? This workshop is suitable for everyone who wants to be able to have more empowered conversations with people and enable them to be more resourceful ie. Health/Aged/Disability Care Professionals and Managers, *The workshop supports self-management, person centred care, wellness & reablement, a strengths based approach, consumer engagement and creating a positive team culture.*

What do people say about this workshop?

"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**

"Asking better or different questions gives clients the chance to learn about themselves, about their strengths and abilities as well as giving them the space and opportunity to come up with solutions themselves. The stories and examples used demonstrated so clearly how asking the question differently can elicit a different response. We'd certainly recommend this workshop for anyone working in the health setting." **Sue Senewiratne (Program Manager) & The Care Coordination team, Post Acute Care North Richmond Community Health, VIC**

"Thank you for a fantastic day. I mean that wholeheartedly. I learnt more than I thought possible about "questions". It has been my job to ask questions for the past 8 years or more, and I thought I knew it all... I will definitely practice, practice, practice the new skills you have gifted me. I know I will be a better assessor because of it. Thank you again." **Audra Stewart, Home Support Assessor, APM, TAS**

EXPRESSION OF INTEREST

WORKSHOP DETAILS

Date: TBA

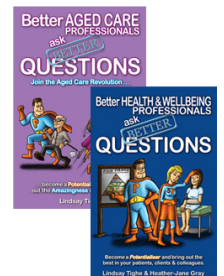
Time: 9.00am – 3.30pm

Cost: \$330pp (inc \$30 GST)

Venue: TBA
Townsville

Cost includes: Workbook, morning refreshments and lunch.

BONUS OFFER: All participants will receive a FREE copy of one of the 'Better Questions' Book of their choice (Health, Leaders, Parents or Aged Care) valued at \$29.95/\$24.95



If you would like to register your interest for this workshop please complete the registration form below and return it to:

Fax 1300 678 477

Or Email To info@betterquestions.com.au

Any questions?

Email: info@betterquestions.com.au

or

Call us on 1300 695 377

BETTER QUESTIONS WORKSHOP REGISTER YOUR INTEREST TODAY

**YES PLEASE! register my interest for the Better Questions workshop
in TOWNSVILLE date TBA.**

Name/s:	
Organisation:	
Address:	
	Postcode:
Phone No.	
Email:	
Please Fax This Form To 1300 678 477 Or Email To info@betterquestions.com.au	