

## 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? 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** communication technique 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?

- 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 is suitable for everyone who wants to be able to have more empowered conversations with people and enable them to be more resourceful ie. Leaders, Health/Wellbeing Practitioners, Aged/ Disability Care Professionals, Parents, Carers etc

### 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**

*"The Better Questions workshop offered practical strategies for improving the effectiveness of people leaders. All participants rated the workshop highly and commented that it was well worth the investment of their time. Lindsay is a highly skilled, informative and entertaining presenter."* **Mandy Smith, Manager, Community Services, City of Unley, SA**

*"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**

### WORKSHOP DETAILS

**Date:** 6 September 2019

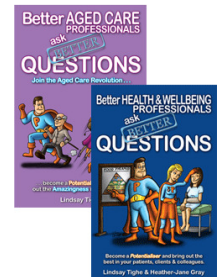
**Time:** 9.00am – 3.30pm

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

**Venue:** Hadleys Orient Hotel,  
34 Murray Street,  
Hobart

**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 for this workshop please complete the registration form below and return it to:***

**Fax 1300 678 477**

**Or Email To**  
**[info@betterquestions.com.au](mailto:info@betterquestions.com.au)**

**Any questions?**

**Email:**  
**[info@betterquestions.com.au](mailto:info@betterquestions.com.au)**

or

**Call us on 1300 695 377**

# BETTER QUESTIONS WORKSHOP REGISTER TODAY

**YES PLEASE! register me for the Better Questions workshop  
in HOBART on the 6 September 2019.**

<b>Name/s:</b>	
<b>Organisation:</b>	
<b>Address:</b>	
	<b>Postcode:</b>
<b>Phone No.</b>	
<b>Email:</b>	
<b>Payment Details</b> A tax invoice will be forwarded to you and payment is due within 7 days.	
<b>Book</b> Please indicate if you would like the Health, Leaders, Parents or Aged Care Better Questions book Health Professionals <input type="checkbox"/> Leaders <input type="checkbox"/> Parents <input type="checkbox"/> Aged Care Professionals <input type="checkbox"/>	
<b>Dietary requirements</b> – please note any special needs below:  _____	
Please Fax This Form To 1300 678 477 Or Email To <a href="mailto:info@betterquestions.com.au">info@betterquestions.com.au</a>	
<b>Terms</b> There are no provisions for cancellations, refunds or postponements. Substitutions are permitted. I agree to the above terms.	
<b>SIGNATURE</b> _____	