



MAY - NOVEMBER 2018

Venue: Level 8/138 Queen St Campbelltown 2560

Time: 9.30 - 3.30pm morning tea and lunch supplied.

Cost: full day \$250.00 per person.

Contact: 4621 8400 or email training2@mdservices.com.au

Enrolment Required

DATE	SESSION	LEARNING OUTCOMES
22ND MAY 2018	INTRODUCTION TO SUPPORT WORK Adam Holstein 9.30am to 3.30pm	This workshop looks to provide participants new to the industry with an overview of some of the skills necessary to be an effective support worker. This will include WHS and duty of care, behaviours of concern, documentation and person centred approaches. This will be ideal for a person new or thinking of entering the sector.
19TH JUNE 2018	CUSTOMER SERVICE, MAKE AN IMPRESSION Adam Holstein 9.30am to 3.30pm	In the current competitive environment customer service is at the forefront. This workshop covers what is required to ensure your customers have a positive experience and return.
17TH JULY 2018	SAFE HOME VISITING Michelle Lindau 9.30am to 3.30pm	This workshop addresses legal frameworks, explores risks and clarifies infection control. It will also include good guides for physical and emotional safety. This session includes opportunities for questions and case studies.
14TH AUGUST 2018	BEHAVIOURS OF CONCERN Adam Holstein 9.30am to 3.30pm	When faced with challenging behaviour, our aim is to minimise the risk of immediate harm and to stop the behaviour. Not only can this be challenging but it can also be highly emotive and stressful, on our own health and wellbeing, as well as the person we are caring for. This workshop aims to assist behaviour support services to design effective and realistic strategies.
11TH SEPTEMBER 2018	ACCIDENTAL COUNSELLOR Michelle Lindau 9.30am to 3.30pm	This session will define basic crisis counselling to people who are not trained counsellors but often find themselves in a "counselling role by accident". Your trainer will assist you to identify boundaries; how to build rapport using effective communication strategies; how to create a safe environment; giving information vs. advice in order to assist the client to identify and consider possible solutions, take positive action, set goals; debriefing and self-care – looking after yourself!
16TH OCTOBER 2018	MENTAL HEALTH RESPONSE Adam Holstein 9.30am to 3.30pm	This training looks at the signs and symptoms of various mental health disorders as well as how to apply communication and management strategies designed to support clients as well as staff in both crisis and everyday situations.
13TH NOVEMBER 2018	MANAGING DIFFICULT STAFF & CONFLICT Michelle Lindau 9.30am to 3.30pm	Conflict is inevitable - it is about change and growth. However, it can create fear and miscommunication if not managed well. This workshop aims to explore how and why conflict occurs, and provide strategies to manage and develop skills for all parties. This session will cover: <ul style="list-style-type: none"> • What is conflict • Understanding types of people • What motivates staff to be, or not to be, professional • How unmanaged poor performance leads to conflict • Assertive communication with the 'elephant in the room' • Rebuilding with win-win model

MDS Training provides customised in house training as well as qualifications; contact us for a quote. Experienced facilitators with current industry knowledge and experience. Reasonable fees and rates apply.