Communication and Professional Skills for Allied Health Clinicians

The University of Auckland is pleased to announce two workshops for allied health professionals working in Education or Health settings. We have designed these workshops to run separately or together as a full day.

Workshop No.1

**What to say when you don’t know what to say ...**

9.00am - 12.30pm

This half-day workshop is applicable to clinicians who work in health and education settings with an interest in increasing their understanding and skills in working with clients and families through the grieving and adjustment process.

**Learning Objectives**

In a safe environment you will:

- identify “fearful” conversations
- practise having those conversations
- identify what makes them fearful and strategies to overcome this
- develop an increased confidence in having those conversations

Workshop No. 2

**Running on Empty**

How well do you look after your professional self?

1.30pm - 5.00 pm

This experiential workshop will examine the roles that compassion fatigue, burnout, and compassion satisfaction play in clinical practice. Participants will carry out a self-audit of these constructs. Possible coping mechanisms, including techniques such as “blocking tactics” (e.g. the “Silencing Response”) will be discussed. Aspects of healthy work-life balance will be identified, along with strategies for identifying, and getting, the support needed in professional life.

**Learning Objectives**

Following participation in this workshop, delegates will:

- gain an understanding of the constructs of compassion fatigue, burnout, and compassion satisfaction, as they relate to working in a “helping” profession
- explore their own responses when communicating with clients, and in particular, identify possible “blocking techniques” that they may engage in as avoidant behaviour, so as to avoid listening to, and engaging with, potentially distressing material
- develop a self-care plan focusing on both personal and/or team strategies that may assist in managing these potential stressors
Facilitators:

Peter Huggard
Peter Huggard is a senior lecturer in the Department of General Practice and Primary Health Care at the School of Population Health, The University of Auckland, and is the Director of the Goodfellow Unit. Peter’s clinical practice is in facilitating supervision groups for a variety of health professionals in training. His teaching interests include therapeutic communication; loss, grief and bereavement; and self-care. Like Clare, Peter’s research interests focus on the impact of compassion fatigue and burnout in a variety of settings and in exploring the ways in which professionals manage the effects of these processes.

Clare McCann
Clare McCann is a speech-language therapist and senior lecturer in Speech Science at The University of Auckland. Clare’s research is predominantly in the field of acquired communication disorders and her current research focuses on improving the lives of people with aphasia (investigating verb and sentence processing and the relationship between aphasia severity and quality of life). She is also part of the research team investigating compassion satisfaction, compassion fatigue and burn-out in speech and language therapy as a profession and has an interest in how clinicians are supported in the workforce.

Philippa Williams
Philippa Williams is the Clinical Director of the Master in Speech-language Therapy Practice, at The University of Auckland. Her area of interest is clinical education and she is currently involved in research looking into interprofessional education.

When & Where

Friday 19th July 2013
Tāmaki Campus, The University of Auckland, Corner Merton & Morrin Roads, Glen Innes (rooms to be advised)

Cost:

$90 for each workshop or $160 for the full day. Price includes GST and morning and afternoon teas.

Registrations close on Friday, 12 July 2013.

For further information please contact Philippa Williams pm.williams@auckland.ac.nz