

Kildonan UnitingCare

Enterprise Partnerships and Development

Training Days 2017

Hardship Awareness and Respectful Communication

Provides greater knowledge and understanding of the issues that impact on low income and vulnerable customers. Explores language when communicating

Strengthening Resilience

Builds resilience of frontline staff with self-care techniques

Dates

Courses are from 9.30am - 4pm
Lunch and morning tea provided

Hardship Awareness and Respectful Communication

9 March, 6 July, 10 August, 5 October

Dealing with Difficult Situations

20 July, 9 November

Diversity at Work

13 April, 24 August

Strengthening Resilience

11 May

Building Resilience

15 June

Location

Kildonan UnitingCare
1 Gold Street Collingwood

Dealing with Difficult Situations

Offers tools and techniques to assist frontline staff who deal with difficult calls

Diversity at Work

Facilitates cultural understanding when working with and talking to people from Indigenous and culturally and linguistically diverse back-

Building Resilience

Provides tools and techniques for Team Leaders to debrief staff after stressful phone calls

Cost per organisation*

- 1 Participant: \$300 per person
- 2-4 Participants: \$270 per person
- 5+ Participants: \$250 per person

*Please note a 24 hour cancellation policy applies and places are subject to availability

Bookings

Contact Andrew Arnold
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Kildonan

www.kildonan.org.au