

## A RECIPE FOR BETTER RELATIONSHIPS

### *Reading Body Language* *Understanding Personality* *Active Listening*

**Wednesday 14 July 2010**  
**5.30pm—8.30pm**

**AND**

**Wednesday 28 July**  
**2010**  
**5.30pm—8.30pm**

Brisbane Technology Park  
Cnr Logan & Miles Platting Rd  
Eight Mile Plains

NOTE: IT IS PREFERRED THAT A  
MINIMUM OF THREE STAFF PER  
SERVICE ATTEND BOTH SESSIONS TO  
MAXIMISE LEARNING POTENTIAL;  
HOWEVER THIS ACTIVITY DOES NOT  
REQUIRE YOU TO ATTEND BOTH  
SESSIONS

**APPLICATION TO BE RECEIVED BY:**  
**Wednesday July 7 2010**

**YOU DON'T HAVE TO BE A PSCQ  
MEMBER TO ATTEND!**

**COST:**  
**FOR TARGET SERVICES**  
**\$30**pp per session (GST-free)  
(SERVICES RECEIVING CCB AND BUDGET-BASED  
CHILD CARE SERVICES ARE CONSIDERED TARGET)  
**NON-TARGET: \$75**pp per  
session (inc. GST)

This workshop will focus on developing people's capabilities, confidence and knowledge in communicating with families, staff and children and appreciating and working more effectively with different personalities.

Key strategies include:

- Working with different personalities
- Developing the ability to build relationships
- Active listening
- Reading body language
- Creating a trusting open environment at work

Participants are required to bring along an appropriate note book to record tools and strategies which could be used in their service.

Participants will also be provided with take away tools and processes and be involved in using a range of small group experiential activities to apply their learning. The workshop will use participants own examples and real work context to build their capacity to manage themselves and others in a range of

### With Bernadette Rutyna and Chris Patty

**Bernadette Rutyna** has over 20 years experience and significant expertise across educational, public and community sectors in professional and personal development including, leadership and management development, organisational and cultural change, coaching and mentoring, building teams to learn together and work well with difficulties in the workplace.

**Chris Patty** is an organisational development practitioner who works extensively with small to large public, community and private sector businesses. He advises, consults, trains and researches in the areas of human resource management, group work, organisational culture, relationships, strategy and change.

For professionals in outside school hours care, long day care, family day care, occasional care, in home care and limited hours care.

### ATTENTION! HOW TO APPLY TO BE A PART OF THIS EVENT

PLEASE FILL IN ALL FIELDS OF THE APPLICATION TABLE OVERLEAF AND FAX TO (07) 3237 1497  
FOR MORE INFORMATION ON THIS EVENT PLEASE CALL (07) 3237 1482

