



# Dealing with difficult situations masterclass

## Dealing with difficult situations

**Presented by Joy Boyd RN, B.Hlth Sci, Cert in Adult teach, Cert IV TAA**

*Learn PRN Pty Ltd*

This ASA Masterclass is designed specifically for sonographers and addresses a range of issues and situations sonographers are likely to experience as part of their job, including the personal effect on the sonographer.

Delegates will work towards developing group-devised strategies based on their own experiences, and facilitated by a skilled presenter, familiar with clinical environments.

### Key outcomes:

- Develop strategies for communicating difficult results to a patient
- Better understand how to identify behavioural triggers ahead of a situation arising
- Be able to assess your own work environment in the context of reducing the risks from difficult behaviours.

### About the presenter

Joy Boyd is an experienced psychiatric nurse and educator who has worked extensively in the field of mental health and psychogeriatric care.

For the past 15 years Joy has specialised in the assessment, care planning and education of clinicians managing complex behaviours in the health care setting and, the prevention and management of workplace aggression. Joy has undertaken the development of mental health and behaviour management education packages for clinician use, skill development of clinicians as train the trainers, clinical supervision and mentoring.

Joy continues to work clinically in her role as a Consultation Liaison Psychiatric Nurse for the Regional Triage & Crisis Assessment Team and General Practice.

### Date

Thursday, 24 May 2012

### Location

Crowne Plaza Hotel  
1 Binara Street  
Canberra ACT 2600

### Admission

Member: \$475.00  
Student member: \$425.00  
Non-member: \$600.00

### Time

8.30 am	Registration
9.00 am	Start
10.30 am	Morning tea
12.30 pm	Lunch
2.30 pm	Afternoon tea
5.00 pm	Concludes



### PD-asa

\*6.5 PD-asa points  
1 PD-asa point = 1 ASAR credit

\*Requires your signature on the attendance sheet.



You can combine your ASA Masterclass and ASA2012 Canberra registration by completing the online registration form.

[www.a-s-a.com.au/asa2012-canberra](http://www.a-s-a.com.au/asa2012-canberra)

ASA National Office

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# asa masterclass

Register online at [www.a-s-a.com.au](http://www.a-s-a.com.au) or complete this registration form

## Registration

ABN 64 991 983 051

Dealing with difficult situations

Title:  Mr  Mrs  Ms  Miss  Dr

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ P/code: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Dietary requirements: \_\_\_\_\_

### Masterclass registration (prices include 10% GST)

- Member \$475.00  
 Student member \$425.00  
 Non-member \$600.00

### Payment method

Cheque / money order payable to Australian Sonographers Association Ltd

or

MasterCard /  Visa (please tick)

Cardholder's name: \_\_\_\_\_

Card No: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Exp: \_\_\_\_ / \_\_\_\_ CVC \_\_\_\_\_

Signature: \_\_\_\_\_

A tax invoice/receipt will be issued on receipt of registration monies.

### Course Code

MC120524BEHA

### Inclusions

- arrival tea/coffee
- morning tea
- lunch
- afternoon tea
- workbook materials
- certificate of attendance\*

### Cancellation

Cancellations must be in writing and will incur an administration fee of \$50.00 if received less than 30 days prior to the ASA Masterclass.

No refund will be available for cancellations made within 10 days of the ASA Masterclass.

### Registration closes

Wednesday, 23 May 2012

The ASA Masterclasses have limited numbers so early registration is recommended.

Completed registration forms can also be faxed to (03) 9585 2331.

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CANBERRA

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[www.a-s-a.com.au/asa2012-canberra](http://www.a-s-a.com.au/asa2012-canberra)

\*Requires your signature on the attendance sheet at the event. The certificate will be emailed to you after the Masterclass.