

# Better Questions Workshop

## Empowering Australians to Better Health & Lifestyle Choices

**Do you want to make a bigger difference in people's lives by enabling them to manage their own health, wellbeing and lifestyle choices?**

You have the ability to achieve this through one conscious act...by changing the way you communicate with people.

Communication typically consists of too much TELLING and not enough ASKING, which inhibits people taking responsibility for their own lives. The **Better Questions** workshop offers highly effective communication strategies and practical tips that will enable you to enhance your communication skills and professional practice. Using the **Better Questions** communication technique with your clients will lead to them being more engaged, motivated for self-management and less dependent upon services.

Information packed and interactive, the **Better Questions** workshop covers:

- Recognise habitual patterns of response in our conversations
- Understand the impact of asking vs telling and the principles of asking Better Questions
- Using Better Questions in practical scenarios
- Handling resistance to the approach
- Listening tips and traps
- Improve your ability to ask Better Questions
- Introduction to the BETTER QUESTIONS model
- Experiential activity to practice asking Better Questions

### What will I gain if I attend?

- Understand the benefits of asking vs telling as a preferred mode of communication
- Develop listening skills to facilitate more creativity, resourcefulness and engagement
- Understand when to ask questions and what questions to ask
- Walk away with an action plan for implementation to improve your skills on an ongoing basis

**Who is this workshop suitable for?** This workshop is suitable for ALL professionals working in Aged, Disability, Health & Wellbeing and Community Services. It is particularly relevant in **Chronic Disease Management** and promotes **Self-Management, Person Centred Care, the Wellness/Reablement Approach** and **Consumer Directed Care**.

*"The team got a great deal out of this training. They were practising their questioning on me when they arrived back!! Thank you for taking them on the journey. It makes such a difference when a team has good questioning capacity – they can be conscious of what they're doing and others around them. As you know I believe this type of training is essential!"* **Rosie Rowe, Director, Primary and Preventative Health, Western District Health Service Hamilton VIC**

*"Thank you for delivering such fantastic training! We have had so much great feedback from our assessors about your workshop., they are all buzzing with ideas and renewed energy!"* **Ellie Vickers, Team Leader, Catholic Healthcare, Sydney**

*"I can hardly believe what an impact your Better Questions workshop has had on me and the changes that have already occurred in my work practices since my attendance. I have been telling everyone about it."* **Victoria Busch, Community Cancer Care Coordinator, Gosford Hospital NSW**

### WORKSHOP DETAILS

**Date:** 20 March 2018

**Time:** 9.15am – 3.30pm

**Cost:** \$300 pp + \$30 GST  
**Book BEFORE 31/1/18**  
**& pay \$275 inc GST**

**Venue:** ACON  
**414 Elizabeth St**  
**Surry Hills NSW**  
(easy access via Central station)

**Cost includes:** Workbook, morning refreshments and lunch.

**BONUS OFFER:** All participants will receive a FREE copy of the 'Better Questions' Book of their choice (Health or Aged Care) valued at \$29.95/\$24.95



*If you would like to register for this workshop please complete the registration form below and return it to:*

1300 678 477 Or Email To  
[info@betterquestions.com.au](mailto:info@betterquestions.com.au)

**Any questions?**

Email: [info@betterquestions.com.au](mailto:info@betterquestions.com.au)  
or Call us on 1300 695 377



## BETTER QUESTIONS WORKSHOP REGISTER TODAY

**YES PLEASE! register me for the one-day Better Questions workshop  
in SYDNEY on the 20 March 2018.**

<b>Name/s:</b>	
<b>Organisation:</b>	
<b>Address:</b>	
	<b>Postcode:</b>
<b>Phone No.</b>	
<b>Email:</b>	
<b>Payment Details</b> A tax invoice will be forwarded to you and payment is due within 7 days.	
<b>Book</b> Please indicate if you would like the Health or Aged Care Better Questions book Health & Wellbeing Professionals <input type="checkbox"/> Aged Care Professionals <input type="checkbox"/>	
<b>Dietary requirements</b> – please note any special needs below:  _____	
Please Fax This Form To 1300 678 477 Or Email To <a href="mailto:info@betterquestions.com.au">info@betterquestions.com.au</a>	
<b>Terms</b> There are no provisions for cancellations, refunds or postponements. Substitutions are permitted. I agree to the above terms.	
<b>SIGNATURE</b> _____	