

Distress Centre of Ottawa and Region Presents
**Professional Development
2012 Winter Workshops**

**C3 Centre
1155 Lola St., Suite 201**

Only
\$50.00 for one session or
\$120.00 for all three!

Wednesday February 1, 1 p.m.—4 p.m.

Active Listening and Communication

This module provides an introduction to active listening techniques and how these may be used to enhance client service. The workshop focuses on the use and practice of seven specific listening skills which help us understand a client's needs, effectively manage interactions and defuse high stress situations.

Wednesday March 7, 1 p.m.—4 p.m.

Empathic Assertiveness: Responding to Challenging Behaviour

This session is ideal for staff who may interact with individuals who are upset, angry or at times abusive. The session explores strategies which will help address challenging behaviours both assertively and empathically. The workshop focuses on how to maintain empathy during difficult a situation, how to avoid escalating a high-stress situation and how to draw respectful and appropriate boundaries.

Wednesday April 4, 1 p.m.—4 p.m.

safeTALK: A LivingWorks Education Workshop

safeTALK prepares anyone to identify persons with thoughts of suicide and connect them to suicide first aid resources. Learn to: move beyond common tendencies to miss, dismiss or avoid suicide; identify people who have thoughts of suicide; apply the *TALK* steps to connect a person with suicidal thoughts to suicide first aid intervention caregivers.

Book early to avoid disappointment!

Phone: 613-238-1089 x 230

Or Fax: 613-722-5217

Visit our website: www.dcottawa.on.ca

Distress Centre of Ottawa and Region Winter 2012 Professional Development Workshops

Company/Organization Name: _____

Address: _____

City: _____ **Province:** _____ **Postal Code** _____

Phone number: () _____ **Fax number:** () _____

Email Address: _____

Please place an 'x' in the boxes of the workshop(s) you wish to attend and submit **one form per workplace**, if applicable. Cost: \$50.00 per participant for a half-day session or \$120.00 per participant for all three sessions.

Name of Participant	February 1 Active Listening	March 7 Empathic Assertiveness	April 4 safeTALK

Method of payment

Cheque: _____ **Visa/MasterCard/Amex:** _____

Expiry Date: _____

**Please note that payment must be made in advance.
Any participant cancellations that are less than 10 days prior
to the workshop are non-refundable.**

**If paying by cheque, please make cheque payable to:
Distress Centre of Ottawa and Region
PO Box 3457 Station C Ottawa, Ontario K1Y 4J6
Attn. Workshop Series**

