

# Take Charge 101

*Through the art of self care, communication and assertiveness*

## Workshop Description

This practical, interactive SIX hour workshop is designed for switchboard, front-office, clerical and administrative support staff working in hospitals, long-term care facilities, clinics and other community-based health care settings.

Through presentations, activities and practical exercises, participants will enhance their knowledge, skills and confidence to assert themselves in the workplace and practice self care strategies.

Upon completion of this workshop, participants will be able to:

- Understand the nature of stress and the stress response.
- Explore various strategies to effectively cope with stressors.
- Recognize the impact of stress in a workplace.
- Identify specific actions to monitor their own stress levels and practice self care.
- Apply essential communication skills to enhance assertiveness in the workplace.
- Apply active listening techniques to enhance face-to-face interactions.
- Apply communication techniques for handling challenging people.

**Contact us at the address above to plan for this workshop in your workplace.  
We will also customize to your specific needs.**