

In response to multiple requests from LTC Homes in Waterloo Wellington (WW),  
WW HPC Consultation Services presents...



# You Can Run, But You Can't Hide...

## Making Difficult Conversations Easier



with facilitator: **Elizabeth Causton, MSW**

*“When we accept that difficult conversations are a natural and inevitable part of our work, we can begin to explore our role in making them easier”*

### Objectives:

In this informative, interactive workshop, participants will explore:

- three characteristics that almost all difficult conversations have in common
- important questions that can prevent many common difficult situations
- effective ways of responding to hope and of staying out of the 'fix-it' trap
- simple, proven strategies for making difficult conversations easier

**To allow LHIN-wide participation & back filling of staff, this workshop will be:**

- ✓ offered on two different dates
- ✓ tailored to meet the needs of all LTCH staff members
- ✓ offered for just a minimal deposit to ensure commitment - to be refunded at registration!

**1:00 – 4:30 pm**

**Wednesday, March 21<sup>st</sup> or  
Wednesday, March 28<sup>th</sup>**

**Maryhill Place,  
689 Charles St. W., Maryhill, ON**  
(free parking)

**\$10.00 refundable deposit\***

(\*Note for group registrations: There will be no partial refunds. Payment will be refunded only to those LTC Homes for which number registered equals number in attendance)

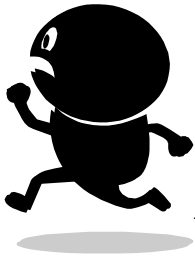
*Light Refreshments will be provided*

**← RSVP by March 14<sup>th</sup> →  
Registration Form on reverse**



Elizabeth Causton completed her Master's Degree in Social Work at the University of Washington, Seattle, in 1971. She has been working in the field and leading workshops and seminars in areas of Grief and Loss, Women's Issues, Self Esteem, The Art of Self Care and The Role of Social Work in Health Care for over 30 years. She worked at Victoria Hospice for 14 years.

Although recently retired, she continues to teach workshops across Canada on a variety of topics related to psychosocial issues in health care for nurses, community health workers, physicians, and other health professionals as well as working with a research team at the University of Victoria exploring the caregiver experience in palliative care.



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*Making Difficult Conversations Easier*



*with facilitator: Elizabeth Causton, MSW*

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## **Registration Form**

**Please complete and return by Wednesday, March 14, 2012**

Attention: Nyree Wilson

WW CCAC

201-450 Speedvale Ave. W.

Guelph, ON N1H7G7

Phone 519 823 2551 ext 2339; Fax 519 823 8682; Email [nyree.wilson@ww.ccac-ont.ca](mailto:nyree.wilson@ww.ccac-ont.ca)

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

Organization: \_\_\_\_\_

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

City: \_\_\_\_\_ PC: \_\_\_\_\_

Telephone: \_\_\_\_\_ \*Email: \_\_\_\_\_

\*\*Amt. Encl.: \$ \_\_\_\_\_ **(Please make cheque payable to WW CCAC)**

I will be attending (**please ✓ one only**):  Wednesday, March 21, 2012 (1-4:30 pm)

**OR**

Wednesday, March 28, 2012 (1-4:30 pm)

*\*Confirmation of registration will be sent via email only*

### **\*\*Refundable Deposit!**

*Your \$10.00 payment is required to ensure commitment to this event. Individual payments will be returned at the registration table the day of the event.*

#### **For group registrations:**

*We are unable to provide partial refunds for group registrations. Payment will be returned **only** to those LTC Homes for which number registered equals number in attendance.*

*We appreciate your understanding.*