

# Enhance Your Life Inside and Outside of Work: Learn How to Deal with Difficult People

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14 – 15 May 2025 | Gold Coast

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Presented By:



NURSES FOR  
NURSES  
NETWORK



HEALTH ED  
*Professionals*



## WHAT THIS EVENT IS ALL ABOUT

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This Seminar has been developed to allow Nurses and other Health Professionals to improve their quality of life and enhance their social, emotional, and practical skills, creating a more satisfying work and personal life.

Expanding on our previous seminars and workshops on workplace bullying, this unique seminar will explore interpersonal relationships from a different perspective. Its content will build on existing strategies for managing difficult personalities in the workplace and at home.

The Seminar will explore how an individual's negative beliefs about themselves lead to poor self-worth and self-esteem, which hinder development and create unhappiness. This realisation adversely impacts the mental and physical health of all Health Professionals.

Personal development applies to skills that assist with recognising our emotions and thought processes and the development of powerful assertiveness skills for difficult situations. These learned skills help us take the steps we need to reach our goals, improve our lives, and reduce stress. The two Seminar Facilitators will assist you in identifying and changing any negative self-beliefs and instead creating a more realistic and healthier self-perception.

**Our retreats have changed the lives of many previous attendees, hear are just a few things they have said:**



*"One of the best learning activities I have experienced. You delivered a perfect combination of expertise, wisdom, humour, kindness, and warmth in a naturally beautiful setting. The resources are excellent and will continue to support my professional and personal development. Three cheers!!!!" - Marise Nursing Retreat 2021*



*"Absolutely fantastic! I got so much out of this retreat, with so many tools to use in my professional and personal life. I feel so rejuvenated! I learnt a lot about myself, what and how I can improve in my communication. The strategies practiced in the workshop were most beneficial. I will be at the next one. Best thing I have ever attended!!!!" Rachel Nursing Retreat 2022*



*"I cannot truly express what this retreat has meant to me and the dedication that Anne and Sue show to the improvement of positive psychological outcomes for nurses. Thank you to both of you". - Asa Nursing Retreat 2023*

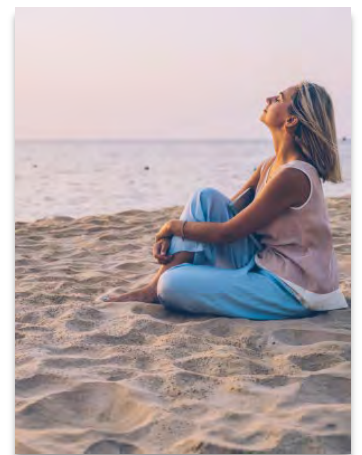
### THIS SEMINAR IS ABOUT YOU AND SELF-CARE

This seminar is designed to allow a group to step back from their day-to-day demands and activities for a period of concentrated discussion and exploration of specific issues.

In the past, Nurses have not been offered conference seminars or provided with the support that other professions have received. Although nurses make up the largest healthcare professional group, their unique needs have been overlooked.

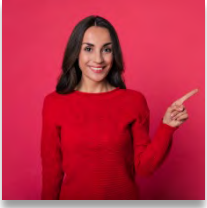
The need for this nursing seminar is based on the counselling work of Anne Evans-Murray, as she works with many nursing clients who have experienced bullying or who wish to develop their own personal assertiveness skills.

So, join us in this unique experience as we step back from our day-to-day demands and stressors and take advantage of the supportive environment that this seminar offers.



## LEARNING OUTCOMES

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At this conference, you will:

- Learn about challenging personalities.
- Gain skills to manage challenging situations in your professional and personal life.
- Reflect on your own self beliefs that could be adding to your current situation.
- Enhance your communication and assertiveness skills.

## YOU WILL ALSO LEARN ABOUT

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- The higher incidence of chronic illnesses in Nurses.
- How low self-esteem and self-respect adversely affect the mental health and well-being of Nurses, as well as the ability to set limits with others.
- How to recognise destructive psychological games people play and how to avoid being caught up in conflict.
- Clusters of personality disorders with a focus on borderline personality disorder (BPD), and others.
- How many people with BPD and NPD are undiagnosed and affect the culture of the organisation.
- The effects of repeated or extreme exposure to traumatic events as well as the adverse effect of long hours and shift work on the health of a Nurse.
- How to recognise destructive or irrational thinking that harms.
- Cognitive behavioural therapy and how to apply it in our lives.
- A variety of strategies you can apply to assist with the enhancement of self-development, such as gratitude thinking, mindfulness, meditation and others.
- Watch the fun, interactive role-play between the two experienced facilitators. Please note that you are not expected to take part in role-playing, just sit back, enjoy, and learn from the process.

## DETAILED ITINERARY

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### DAY ONE: WEDNESDAY 14<sup>TH</sup> MAY 2025

**0815 – 0845: Registration and Welcome**

**0845 – 0900: Explanation of the Seminar Activities | Sue Walker and Anne Evans-Murray**

During this session we will discuss the goals of the seminar.

**0900 – 1015: The Things Nurses and Other Health Professionals Do: How they Adversely affect their Health, Leading to Chronic Illnesses | Anne Evans-Murray**

#### **Part One: Physical Health**

In this first session, the presenter will explore the physical effects of stress and how it can impact the Nurse. A discussion will follow on how Nurses' chronic work and personal stress are linked to poor health. Adrenal fatigue and chronic stress may be unrecognised and accepted as usual, yet it leads to serious health problems.

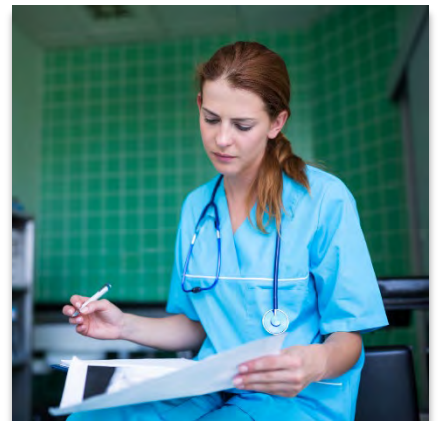
**1015 – 1045: Morning Tea**

**1045 – 1130: The Things Nurses and Other Health Professionals Do: How they Adversely affect their Health, Leading to Chronic Illnesses | Anne Evans-Murray**

#### **Part Two: Mental and Emotional Health of the Nurse and Health Professional**

The presenter will discuss the importance of developing self-compassion and self-esteem and their link to happiness, followed by examining knowing 'who' you are and linking this to setting boundaries in both work and personal situations.

The presenter will highlight that if we cannot recognise our strengths or weaknesses, changing behaviours and setting limits with others will be challenging.



## DAY ONE CONTINUED: WEDNESDAY 14<sup>TH</sup> MAY 2025

### 1130 – 1230: TA Egogram Model | Anne Evans-Murray

In this session, the presenter will assist you with an interesting questionnaire to help you recognise your strengths and areas needing growth. This exercise aims to enhance your self-development and build on these concepts throughout the seminar.

### 1230 – 1315: Lunch



### 1315 – 1445: Borderline Personality Disorder and other Interesting Conditions | Anne Evans-Murray

The presenter will outline the clusters of personality disorders, then continue with the characteristics or traits of a person with borderline personality disorder (BPD). It is often undiagnosed in families and not recognised in work situations. When unrecognised, it can create distress and confusion for both the person with the disorder and others around them, which profoundly affects the stress levels and emotions of all.

The lack of knowledge and understanding of these disorders increases stress and frustration in dealing with a person with these often-undiagnosed disorders. We will have a brief look at these challenging situations when trying to manage a friend or family member with these traits.

The presenter will also show the overlap and symptoms and differentiate between narcissistic personality disorder (NPD) and BPD.

### 1445 – 1515: The Effects of Inadequate Boundaries and Patterns of Being a People Pleaser | Anne and Sue

We will address the concept of being too nice or displaying 'people-pleasing' behaviour. There will be a discussion on the effects of being too responsible for others and rescuing behaviour typical to Nurses. Anne will outline the term 'enabling' behaviour and how it adversely affects the setting of healthy boundaries, and creates stress, burnout, and resentment. This session will also address patterns and roles learnt in childhood.

We will discuss the types of emotional blackmail and their link to the narcissistic spectrum and family structures and address the link to manipulation – withdrawal of love, tribes' rejection and how it affects our mental health when unrecognised.

### 1515 – 1530: Afternoon Tea

### 1530 – 1615: Irrational Thinking, Recognition of Psychological Games People Play and the Effect on Happiness and Success in Life | Anne Evans-Murray

This session will examine irrational thinking patterns strongly linked to anxiety and perfectionism. The presenters will discuss each pattern to encourage self-awareness to recognise any patterns.

The session will then follow with recognising psychological games that others may use on you. Recognition assists in managing a complex personality. Lack of recognition results in feelings of guilt and people-pleasing behaviour which makes it very easy for the difficult personality to manipulate others.

### 1615 – 1700: Meditation Practice | Sue Walker

This will be a fun activity to finish the day on a positive note, after all today's challenging content.

## DAY TWO: THURSDAY 15<sup>TH</sup> MAY 2025

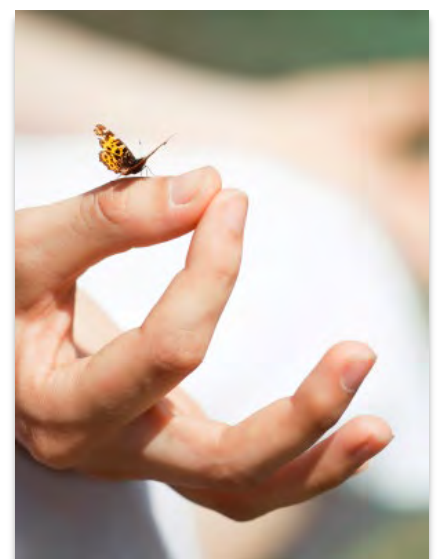
### 0830 – 0930: Let's Explore Meditation and Mindfulness | Sue Walker

In this session, we will learn about the superpower of mindfulness. We will explore the concept and learn a few exercises that you will be able to practice allowing you to focus your awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations.

### 0930 – 1015: Cognitive Behavioural Therapy: Strategies to Overcome Destructive or Irrational Thinking | Anne Evans- Murray

This session focuses on building tools to develop self-awareness and self-protection. The presenter will also go through, step by step, how to use cognitive behavioural therapy in your own life. This aims to help you cope with criticism, learn how to not let others' reactions affect your self-worth, and learn the value of saying no without feeling guilty.

### 1015 – 1045: Morning Tea



## DAY TWO CONTINUED: THURSDAY 15<sup>TH</sup> MAY 2025

### 1045 – 1115: Inequality, Power Hierarchy and Socialisation of Nurses | Anne Evans-Murray and Sue Walker

In this session, both presenters will highlight how inequality, power hierarchy and the socialisation of Nurses are linked to poorer nursing and medical care of patients.

Social positioning in health systems has traditionally valued medical doctors over Nurses, which has been shown in many studies and research to lead to a greater incidence of adverse effects for patients, frustration in not being heard and repressed anger in Nurses. These factors all lead to increased risk of burnout and poor physical and mental health.



### 1115 – 1230: The Effects of Repeated or Extreme Exposure to Traumatic Events as well as the Adverse Effect of Long Hours and Shift Work on the Health of a Nurse | Sue Walker

The presenter will discuss the effects of shift work on the Nurse, followed by a discussion on the increase in Post Traumatic Stress Disorder in Nurses since the pandemic.

Additionally, Sue will explain how exposure to traumatic events, such as those occurred during the pandemic, can affect the health of the Nurse. The challenging situation with the pandemic and nursing and paramedic shortage led to increasing double shifts, loss of holidays and more shift work, all links to burnout in the health professional.

### 1230 – 1315: Lunch

### 1315 – 1500: Strategy Workshop | Anne Evans-Murray and Sue Walker

The presenters will expand on the concepts discussed in the morning activities in a group environment.

The session will commence with a brief explanation of the difference between passive, assertive and aggressive communication in a lecture format, but the majority of the session will be watching the two facilitators do role play or practical components.

This session comprises a fun activity as you watch the two facilitators communicate with each other in challenging situations; you are invited to join in only if you feel comfortable. It is meant to be entertaining and educational, showing you how to deflect criticism and not get caught up in manipulation and many other techniques.

Please Note: You will NOT be forced to do role play.

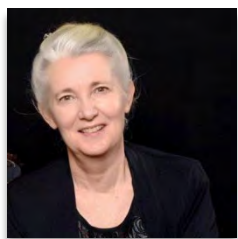
### 1500 – 1530: Afternoon Tea

### 1530 – 1700: Developing a Gratitude Exercise and Conference Conclusion | Anne Evans-Murray and Sue Walker

A summary of the main themes of the seminar and a final group farewell.

## OUR PRESENTERS

**Anne Evans-Murray**, R.N., BHIthSc, MACCCN, Grad.Dip Ed, MEd, Dip Counselling, GradCertCritCare, CertIV Training and Assessment, CertIV in Mediation



Anne has extensive experience, with 26 years lecturing for Gold Coast Health District and Griffith University where she lectured for the Masters of Critical Care course.

She currently also lectures at Bond University Medical School. In addition to her Nursing qualifications, Anne holds the following qualifications: B. Health Sc., CC Cert. Grad Cert Critical Care. Credentialed Critical Care Nurse (ACCN), Grad. Dip. Ed., Masters of Education, Registered Counsellor: Diploma of Professional Counselling and a Certificate IV Workplace Training & Assessment.

Anne is a Professional Member of the Australian Counselling Association (PMACA) and The Australian College of Critical Care Nurses (ACCCN). She has written three books; "ECG's Simply - Cardiac Arrhythmias Made Easy", "Interpretation of Chest X-rays Simply" and "Uncomplicating Life, Simply".

Anne is also a frequent presenter at workshops, seminars and conferences throughout Australia and New Zealand on subjects such as high dependency nursing, cardiac arrhythmias & ECG interpretation, chest x-rays, Assessment of the Deteriorating Patient, leadership skills, self-development, assertiveness training and counselling skills.

She also conducts accredited advanced life support (ALS) training for Nurses and Doctors. As well as these activities Anne also has her private counselling practice and is a frequent presenter at educational events throughout Australia and New Zealand.

Anne has a commitment and passion for empowering people through increased knowledge with the hope that such knowledge will lead to an improvement in patient outcomes and enhance their performance satisfaction.

**Sue Walker**, RN, BN, BN (ADMIN), MPH (PALCARE), MACN



Sue is the director and co-founder of the Nurses for Nurses Network. Sue is a key contributor to the online education platform [Nursing CPD](#) – a Continuing Professional Development platform to assist Nurses in meeting their annual CPD requirements.

As a Registered Nurse, Sue holds Degrees in both Nursing and Health Administration, a Master's Degree in Public Health, as well as a number of certificate courses in Psychiatry of Ageing, Gerontology, Chemotherapy Administration, and Training and Assessment. She is also an Accredited Mental Health First Aid Trainer, Mindfulness Practitioner, and Clinical Supervisor.

Sue has extensive experience as a clinician, educator, and senior manager. She has presented at local and international conferences on many topics including, key issues in healthcare, such as the psychological impact of the work that Nurses do and how the work requirements to deliver healthcare impact the health of the clinician. Other topics presented comprise of Nursing Leadership, Emergency Management, Mental health, Aged Care, Advanced Life Support, Assertiveness, Grief and Loss, and Workplace Bullying.

Sue is passionate about making a difference in how the community and Nurses experience the healthcare system.

“Nurses are the backbone of the healthcare system and work in difficult environments that can take advantage of their commitment to ensuring the best possible care is delivered. To continue to meet professional and community expectations Nurses and Midwives need to acknowledge their unique contribution to health care delivery and assert their collective strength to safeguard the community and ensure their ongoing professional needs are recognised and met.

Healthcare should be delivered by competent, knowledgeable individuals to ensure the best possible experience for the recipient of that care. Nursing is a fabulous profession. The knowledge and skill of the individual Nurse will have the greatest influence on the happiness and health outcomes of each and every client”.

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## REGISTRATION COSTS

**\$850.00** incl GST

(NB: Registration cost doesn't include travel, accommodation, or travel insurance)

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## VENUE

Kurrawa Surf Club | "Beachside" Old Burleigh Rd, Broadbeach | [info@kurrawasurf.com.au](mailto:info@kurrawasurf.com.au) | 07 5527 5660

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## INCLUSIONS

- An extensive seminar program based on current best practice.
- Presenters who are excited to be able to share their skill, knowledge, and passion with attendees.
- A seminar pack that includes a notepad, pen, and additional information to support a fantastic seminar experience.
- Morning tea, lunch and afternoon tea as outlined in the program.
- A seminar transcript that identifies each session held including the session synopsis and session presenters.
- A Certificate of Completion identifying the CPD hours attached to the Program for you to include in your CPD Evidence Portfolio.

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## OFFICE CONTACT

The Nurses for Nurses Network [nfnn.com.au](http://nfnn.com.au) | [enquiries@nfnn.com.au](mailto:enquiries@nfnn.com.au) | 07 4151 3884 | BH: 0900 – 1500, Mon – Thu

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## INSURANCE

*The Nurses for Nurses Network strongly recommends customers take out travel insurance at the time of registration for an event to cover any unforeseen circumstances that may prevent them attending and thus incurring any financial loss.*

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## DISCLAIMER

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