



Assertiveness and Communication in Challenging Situations Workshop

19 May 2026 | 1300 - 1700 | The Gold Coast



NURSES FOR
NURSES
NETWORK



HEALTH ED
Professionals

WHAT THIS EVENT IS ABOUT

Learn how to be assertive and manage challenging situations and personalities in your professional and personal life.

People with challenging personalities may be bullies – that's why we cover both challenging personalities and bullying in this seminar. The bullying and incivility workplace session presented at this half-day workshop is vital and is directed at any Nurse or Midwife that has been bullied in the past or currently experiencing workplace bullying.

The communication and assertiveness session leads on from the workplace bullying and incivility session and provides Nurse Leaders and Educators with vital information on managing bullying or workplace incivility. It will address knowledge of the hidden tactics of bullies, which leads to confusion and low morale in the workplace.

"If you struggle to be assertive this course gives you practical tools to become better able to stand up for yourself. Loved the practical side of learning what to do and say in difficult situations, both at home and work. A very helpful course for both personal and work life. Teaches your beneficial skills in how to stand up for yourself and be assertive in a very practical way."

- Mella, Assertiveness and Communication in Challenging Situations Workshop, Gold Coast 2024

LEARNING OUTCOMES

In this workshop, you will:

- Explore bullying and the effects on a person exposed to people with narcissistic traits or Narcissistic Personality Disorder
- Understand the difference between incivility and bullying behaviour
- Explore the psychological impact of bullying: from causing embarrassment through to loss of professional credibility
- Observe and learn assertiveness strategies and learn practical hints on how to develop assertive body language and vocabulary and to manage criticism.



YOU WILL ALSO LEARN

- How to be assertive and powerful and feel confident when faced with these challenging situations
- How to regain your reputation and self-esteem after a difficult experience or assist others to do so
- To recognise the universal patterns that people with bullying traits demonstrate
- How to differentiate between an aggressive outburst and behaviours of a bully

DETAILED ITINERARY

1245 – 1300: Welcome and Housekeeping

1300 – 1415: Narcissism, Bullying and Incivility in the Workplace

In this session, the presenter will explore the characteristics of people on the narcissistic spectrum. These people cause division in the workplace and the home and adversely affect the culture of the workplace. Recognition of bullying behaviour patterns is a vital step in managing these situations, as the behaviours are often subtle, and the target is not always believed.

1415 – 1500: Inadequate Communication: The Link to Adverse Events in the Provision of Healthcare

The presenter will explore how the socialisation of Nurses has been associated with poor communication and linked to an increase in adverse events. Communicating about a deteriorating patient is an essential skill and can be challenging when the other professional has a history of difficult or aggressive behaviour

1500 – 1515: Break

1515 – 1700: Assertion and Communication in both Home and Work Environments

Aimed at empowering nurses and other health professionals how to manage difficult people at work and home.

The presenter will explore the difference between passive, assertive and aggressive behaviour and will commence with examining the use of boundaries with difficult people. The facilitators will demonstrate using role play on how to effectively set boundaries with others.

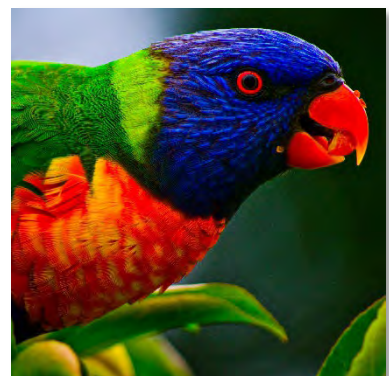
NB: You are not expected to do the role play. The workshop is aimed at providing education with humour and watching the practical strategies the facilitators will demonstrate.

Addressing it requires a comprehensive approach that involves organizational commitment, effective leadership, and the active participation of all staff members in fostering a respectful and supportive work environment. Let's explore what we can do.



"This course is an absolute necessity to attend. Not only will you have resources to assist you in being able to have self preservation but you will be able to be of benefit to clients which are under our care. A definite course for all nurses in which ever field they are working in from EN's to DON's they should attend."

- Leanne, Assertiveness and Communication in Challenging Situations Workshop, Gold Coast 2023



OUR PRESENTERS

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



Anne has a passion for teaching, which she does in an unpretentious way that ensures you will understand and retain what she presents and enjoy this learning experience. She has extensive experience, over 26 years lecturing for Gold Coast Health District and Griffith University.

Anne is a frequent presenter at workshops, conferences & seminars throughout Australia & New Zealand on subjects such as high dependency nursing, cardiac arrhythmias & ECG interpretation, chest x-rays interpretation, clinical assessment of the deteriorating patient, assertion training and leadership.

She conducts accredited advanced life support training for nurses, doctors, and paramedics. Anne is passionate about empowering all clinical staff through increased awareness and knowledge of the critically ill patient's condition so that timely intervention is implemented, which will benefit patient outcomes.

She is the author of three books: "ECGs Simply", "Interpretation

Sue Walker, RN, BN, BN (ADMIN), MPH (PALCARE), MACN, Specialist Nurse Educator



Sue is the director & 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 & Health Administration, a Masters Degree in Public Health, as well as a number of certificate courses in Psychiatry of Ageing, Gerontology, Chemotherapy Administration, & Training & Assessment. She is also an Accredited Mental Health First Aid Trainer, Mindfulness Practitioner, & Clinical Supervisor.

Sue has extensive experience as a clinician, educator, & senior manager. She has presented at local & international conferences on many topics including, key issues in healthcare, such as the psychological impact of the work that Nurses do & 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 & Loss, & Workplace Bullying.

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

"Nurses are the backbone of the healthcare system & work in difficult environments that can take advantage of their commitment to ensuring the best possible care is delivered. To continue to meet professional & community expectations Nurses & Midwives need to acknowledge their unique contribution to health care delivery & assert their collective strength to safeguard the community & ensure their ongoing professional needs are recognised & 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 & skill of the individual Nurse will have the greatest influence on the happiness & health outcomes of each & every client".

REGISTRATION COSTS

\$300.00 incl GST

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

VENUE

Robina Events Centre | Robina Tafe Campus, 94 Laver Drive, Robina

07 5559 7556 | www.robinaeventscentre.com.au

INCLUSIONS

- An extensive Conference program based on current best practice
- Conference Presenters that are excited to be able to share their skill, knowledge, and passion with Conference Attendees
- An online Conference library filled to the brim with educational content that allows you to create your own learning experience by completing pre-conference education activities
- A Conference pack that includes a notepad, pen and additional information to support a fantastic Conference experience
- Afternoon Tea
- A Conference Transcript that identifies each session held at the Conference including the session synopsis and session presenter
- A Certificate of Completion identifying the CPD hours for you to include in your CPD Evidence Portfolio

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.

DISCLAIMER

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