



**ACT**  
Government

Community Services



## DEALING WITH DIFFICULT PEOPLE - FOR WOMEN

### PERSONAL DEVELOPMENT COURSE

W	I	R	C	T	1	1	2	D	W	D	P
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Please use the above code with your initials when paying course fees.

This one day workshop is an interactive and practical learning experience for women seeking to build skills in how to navigate difficult behaviours.

Participants will be presented with simple techniques that will assist them to work with different people and situations.

Topics covered in this workshop are:

- The types of difficult behaviours and how to understand what might be driving them;
- How to choose a communication response rather than feel driven to a reaction, and
- What helps to build good relationships with even the most difficult people.

**DATES:** 10 April 2012

**TIME:** Tuesday 10am – 4pm

**VENUE:** Women's Information and Referral Centre  
Ground Floor, London Court,  
13 London Cct, Canberra City

**COST:** \$100.00  
\$50.00 concession (Please discuss with WIRC member)

Women's Information and Referral Centre no longer receives cash payments.

Please read the information letter regarding payment processes.

Please do not pay any course fees until the course has been confirmed to run by a WIRC staff member.

### **Bookings are essential**

For more information or to register your interest, please contact Women's Information and Referral Centre on

6205 0303 or 6205 1075, or drop in and visit us.

Please be advised that we are unable to provide childcare.

The use of any sound recording devices is prohibited for any WIRC courses or workshops.

48 hours notice of cancellation from the course is required or full course fee's will be charged.

**INFORMATION LETTER**

Following your enquiry I have enclosed information regarding course/workshop at WiRC.  
If you would like to register in for this course, please:

1. **Complete the registration form**  
and return it as soon as possible to ensure your place. There is a limit of 12 participants per course.  
You can post, fax or email your registration, or call into our Centre Monday - Friday 9.15am to 4.45pm.
2. **On the back** of the registration form is a payment form to be completed **ONLY** if an agency is paying for your course fees. If the fee is being paid for by your employer, please make sure that the Department and Section where you work are stated and that your financial delegate's details, Cost Centre and Project Code are documented on the form.
3. **Payment options** we can no longer accept cash for payment on the premises. You can pay for courses directly into the below account via three methods.

**METHOD 1:**

Via bank internet transfer into-

Commonwealth Bank

BSB: 062-987

Account No: 10003411

Account Name: ACT CSD OPERATING ACCOUNT

Account Description: this is the WIRC training course identifier on the registration form, plus **your** initials at the end. For **example: JS-** Joanne Smith

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Please note your course identifier code below.

**OR**

**METHOD 2:**

Payment form directly to the Commonwealth bank- payment slip is at the bottom of this form.

**METHOD 3:**

EFTPOS is available at WIRC between 9.15am-4.45pm Monday to Friday.

4. **All payments**, cheque or invoices are to be made out to CSD – WIRC.
5. **48 hours prior to course commencement cancellation notice is required** or full course fees may be incurred. There is **NO** refund for course fees after course or workshop commencement.
6. **Please do not hesitate to contact us if you have any queries or concerns.**  
Email : [wirc@act.gov.au](mailto:wirc@act.gov.au), Fax: 6205 1077, Postal Address: GPO Box 158, Canberra ACT 2601  
The details of the range of Courses and Support Groups that we run are on our web-site at [www.women.act.gov.au](http://www.women.act.gov.au) or contact us on 6205 0303 or 62051075 to get your WiRC Courses flyer or calendar.

Please be advised that if there are insufficient numbers, the course may need to be cancelled at short notice.

**Please DO NOT pay for the course until you have received a confirmation call that the course is going to run.**

Please be advised that no sound recording devices are to be used in any WIRC courses or workshops.

Take slip and payment to your nearest Commonwealth Bank



<b>A/C NAME:</b>	Community Services Directorate Commonwealth Bank														
<b>BSB:</b>	062-987														
<b>A/C NUMBER:</b>	10003411														
DESCRIPTION: Training course identifier code. PLEASE INCLUDE your initials in empty boxes.	<table border="1"> <tr> <td>W</td><td>I</td><td>R</td><td>C</td><td>T</td><td>1</td><td>1</td><td>2</td><td>D</td><td>W</td><td>D</td><td>P</td><td></td><td></td> </tr> </table> <p><b>Please put your initials here so we can track your payment.</b></p>	W	I	R	C	T	1	1	2	D	W	D	P		
W	I	R	C	T	1	1	2	D	W	D	P				

**REGISTRATION FORM  
DEALING WITH DIFFICULT PEOPLE**

**Day Workshop**

W	I	R	C	T	1	1	2	D	W	D	P
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**FOR WOMEN**

WORKSHOP/COURSE STARTING DATE \_\_\_\_\_

NAME \_\_\_\_\_ AGE \_\_\_\_\_

ADDRESS \_\_\_\_\_ POSTCODE \_\_\_\_\_

PHONE(H) \_\_\_\_\_ (W) \_\_\_\_\_ (MOB) \_\_\_\_\_

EMAIL \_\_\_\_\_

1. Are you of Aboriginal or Torres Strait Islander origin?

Aboriginal

Torres Strait Islander

2. Do you speak a language other than English at home?

Yes

No

3. If you are being sponsored to attend this course by your employer or an agency, please fill out the payment form on the reverse side of this registration form.

4. Have you previously participated in a personal or professional development course?

Yes/No  If 'yes', please give details

\_\_\_\_\_

How did you find out about this course?

\_\_\_\_\_

What do you expect to get out of this course?

\_\_\_\_\_

\_\_\_\_\_

Which area of your life would this course be most helpful in?

\_\_\_\_\_

**PLEASE BE ADVISED:**

▫ If insufficient numbers of participants are registered, the course may be cancelled.

▫ You may register for courses via email, phone or over the counter; however to secure your place in the course, payments must be made ONLY after you have received a confirmation call from the Course Coordinator that the course will be running.

▫ Due to strict privacy policies, WIRC does not allow the use of any sound/video recording devices in courses or workshops.

Signature \_\_\_\_\_ Date \_\_\_\_\_

