



HONG KONG SOCIETY FOR NURSING EDUCATION LIMITED

P.O. Box 98898, Tsim Sha Tsui Post Office, Kowloon, Hong Kong

<http://www.hksne.org.hk>

Conflict Management

Have you encountered any conflicts in clinical areas?

Do you want to know how PRO deals with a conflict case?

If YES to both questions, you must have interest to join this new course!

Objectives:

1. To discuss the interpersonal communication about the health care team in hospital;
2. To identify the predisposing factors of conflicts;
3. To understand the functions and influences of conflicts; and
4. To analyze the conflicts among health care team by discussing the followings:
 - Case sharing
 - Strategies of conflict management
 - Roles of a Patient Relations Officer (PRO)

Speaker: Ms. Liu Kwok Lan

Ms. Liu has many years of experience of handling conflict and teaching on conflict management. She possesses the Bachelor of Science in Psychology and Professional Studies from the International Centre for Advanced Studies, Cheltenham Gloucester College of Higher Education. Before her retirement, she was a speaker on health education, smoke free counsellor in different organizations and she worked as a Patient Relations Officer in Princess Margaret Hospital. Besides, Ms. Liu was a renowned speaker on the topic conflict management and she teaches, coordinates and organizes various academic courses related to complaint handling, assertive training and occupational safety and health in many institutions including Princess Margaret Hospital, Caritas Medical Centre, Yan Chai Hospital and Kwong Wah Hospital and the Chinese University of Hong Kong etc.

Date & Time: 28 May 2015 (Thursday), 6:30 pm - 8:30 pm

Venue: Classroom AG101, The Hong Kong Polytechnic University

Fee: HK\$200 for Associate/ Full Members; HK\$100 for Affiliated Members;
HK\$400 for Non-Members

Teaching language: English & Cantonese

Award: Attendance Certificate with 100% attendance (CNE/PEM points: 2)

Registration: Please send the Registration Form with a crossed cheque (payable to the "Hong Kong Society for Nursing Education Ltd.") to PO Box 98898, Tsim Sha Tsui Post Office, Kowloon **by 21 May 2015**. Confirmation will be made by emails. **Please note that the course will be run subject to the minimum required number of applicants. For withdrawal, 10% of fees paid will be charged before deadline of application. No refund of payment will be made after the deadline.**

Enquiry: Mobile: Ms. Emily Li 62839710; Ms. Phoenix Ng 94737983
Email: info@hksne.org.hk

Course Attendance Regulations

The following are policies regarding attendance to all courses organized by the Hong Kong Society for Nursing Education Ltd. Participants of courses will be awarded an attendance certificate for observing these rules appropriately.

1. Attendance certificate will be granted to participants who have 100% attendance (for courses with 4 sessions or less) and 80% or above attendance (for courses with 5 sessions or more); and
2. Late arrival of 30 minutes or more for a session does not account for attendance of that session.

Bad Weather Arrangements

When the Hong Kong Observatory announces during the time/period specified that Typhoon Signal No. 8 or above/ Black Rainstorm Warning is likely to be hoisted within the next two hours **OR** when the signal is hoisted during the period:

From 4:30 p.m.: All classes commencing from 4:30 p.m. onward will be cancelled.

Schedule for a make-up class will be announced shortly.

When the Hong Kong Observatory announces during the time/period specified that Typhoon Signal No.8 or above / Black Rainstorm Warning is lowered:

Before or at 4:30 p.m.: All classes commencing from 6:30 p.m. will be held as scheduled unless otherwise announced by the Society.

Thank you for your attention. The Hong Kong Society of Nursing Education Ltd reserves the final right of making the decision regarding course attendance. We wish you an enjoyable and fruitful learning experience with the course you attend.

HKSNE Course/Activity Registration Form

Name of Course/Activity: Conflict Management

Date of Course/Activity: 28 May 2015 (Thu)

Name: (Chinese) _____ (English) _____

Membership status: Associate/Full Member Affiliated Member Non-Member*
(If you would like to register as a member, please use a separate cheque for your membership registration)

Contact number: (mobile) _____ (office) _____

Email: _____

Institute: _____ Unit: _____ Position: _____

Enclosed Cheque:

Bank: _____ Cheque no.: _____ Amount: HKD _____

Remarks:

Date:

Signature:

*Please tick the box if you do not wish to receive our news via emails in the future