

free • confidential • multilingual • 24/7



Spring 2012 Professional Development Workshops

Information and Referral

March 28th (9 am - 12 noon)

All of us in the helping professions provide information and give referrals at some point in our work. Learn how to provide effective I&R, professional standards for I&R, specialized I&R skills, and how to meet specific needs of special populations.

Communication Skills

April 4th (9 am - 12 noon)

Learn about the communication skills that underlie all our work and personal interactions. Gain new insight and practice establishing rapport, assessing client need, active listening, effective questioning, and dealing with challenging callers.

Advanced Communication Skills

April 11th (9 am - 12 noon)

Build on your basic communication skills by examining your habits of listening, and learning techniques to deal with challenging communication situations. We'll also examine how crisis, trauma, mental health issues, conflict, and anger can impact communication.

Join our Professional Development Workshops and engage in learning through classroom, experiential, and small-group exercises that encourage self-awareness, reflection, and learning on a personal level.

Self-Care for Service Providers

April 18th (9 am - 12 noon)

Direct service work in I&R and other social services can be very stressful. Learn how to recognize the signs of compassion fatigue, burnout, and vicarious trauma. We will investigate personal, professional, and organizational solutions, covering topics such as healthy boundaries, workplace communication, and self-care strategies. Come away with an action plan for how to take good care of yourself.

bc211



call us at: 211

find us at: www.bc211.ca

email us at: info@bc211.ca

Spring 2012 Professional Development Workshops

Location: BC211 Boardroom, 330-111 West Hastings Street, Vancouver, BC

Time: 9 am to 12 noon

Cost: \$26 per person, per workshop

Information: Contact Paola at 604-875-6431 ext. 4200 or Paola@bc211.ca

Agency: _____ BC-AIRS member: _____

Contact person at agency: _____

Phone # (day): _____ Fax #: _____

Mailing address: _____

Email address for contact person: _____

Workshops registering for:

Individual Workshops	# people	Participant Name(s)	Cost
Information and Referral (March 28th)			
Communication Skills (April 4th)			
Advanced Communication Skills (April 11th)			
Self-Care for Service Providers (April 18th)			
Total			

PayPal transaction ID: _____

To register, pay through PayPal (<http://www.bc211.ca/services.html>) and return this form to BC211 via fax (604-660-9415) or email (info@bc211.ca).

Please provide 24 hours cancellation notice so wait list can be accommodated.

Refunds not available on or after day of workshop.

For further information, call Paola at 604-875-6431 ext. 4200

Please note that payment and registration form must be received before a place is reserved. Available places fill quickly. To avoid disappointment, register early.

If you do not wish to receive future communications from us please let us know.