



South Island Division of Family Practice

## Upcoming Training Opportunities

The South Island Division of Family Practice is pleased to announce these upcoming MOA training opportunities.

### Conflict Resolution Training: Dealing with Difficult Situations on the Front Line

February 17, 2023 | 8:30-4:30

Created specifically for the South Island Division of Practice members and facilitated by Royal Roads University, this one-day workshop provides Clinic Managers and Medical Office Assistants with the skills and tools for managing difficult situations on the Front Line that are effective, maintain the relationship, defuse tension, set boundaries, and protect the front-line worker's wellbeing.

Pre-registration is required as seats are limited. Managers and MOAs will be paid at a sessional rate for their attendance and will receive a Certificate of attendance. **Register at [pcnadmin@sidfp.com](mailto:pcnadmin@sidfp.com) by Feb 2nd.** Please include the name of your MOA/Manager, their role and the name of your clinic when registering.

### CPR and First Aid Certification or Re-Certification

If your MOA or Office Manager has completed or plans to complete certification or re-certification this year, we will re-imburse up to \$70 per MOA/Manager upon receipt.

Please send your receipt via email and use subject line CPR/First Aid Reimbursement to [pcnadmin@sidfp.com](mailto:pcnadmin@sidfp.com).

We are looking at other training opportunities over the next three months, so please stay tuned for details on these topics:

- Mental Health First Aid
- Mental Health for the Working Mind
- Blanket Exercise

### Questions?

Contact me at [tanis.wynn@sidfp.com](mailto:tanis.wynn@sidfp.com)

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