

**Professional Series Seminar.
For all Helplines workers, managers,
volunteers and staff.**

“How to Avoid the Drama”

**Helping helpline staff to be aware of
their behaviour and to keep on top of
a call, managing callers effectively**

The seminar is about the positions that can be played unknowingly by people which perpetuates a feeling or belief they have about themselves or the world. We look at what those positions mean and entail, then at the warning signals and how to avoid falling into the trap. Finally we look at the alternative – the Winner’s Triangle and ways of identifying your own behaviour and moving away from engaging in the Drama Triangle.

Presented by Rhae Hooper

Rhae Hooper is a qualified Certified Transactional Analyst in the field of Education. She is the President of the Australian Transactional Analysis Association and runs management training courses for both corporate and government sectors. She has spent the last 24 years using the model of Transactional Analysis in organisations. Over this time, she has developed, written and delivered a wide variety of courses from Leadership and Management styles to Customer Service. Rhae is also on the Professional Advisory Panel for “Dial-a-Mum” and conducts training courses in TA for their new recruits. She is a Coach, Mentor and Supervisor across a broad spectrum of clients.



Supporting Helplines To Support You



How to avoid the Drama

Cost: **Free** to Helplines Australia members
\$35 for non-members.

Date: Friday 17 September

Time: 1pm to 4pm

Place: Cancer Council NSW,
153 Dowling St
Woolloomooloo

RSVP: Monday 13 September
info@helplines.org.au
www.helplines.org.au

Limited Places.