Reflections from ‘Up Close and Personalised’ Workshop for NSW Branch, ADEA (N=30)
3 April 2014
Royal Prince Alfred Hospital, Sydney

‘What is one message or insight that you are taking away from the workshop?’

- Address the issue the person has the most confidence in. It may not be what you think is most important but it’s the thing you have the greatest likelihood of achieving
- I love the ‘eyebrows’ tip!!! Very good. Thank you
- ERIC is great! Thank you for your time
- Thank you. I thought the concept of visiting myself interesting as people come via many referral pathways and bookings can even be an interrogation sometimes! Again, thank you
- Using the 0-10 scale more frequently
- Rosie, it was a great presentation, helps me in how to motivate and inspire patients
- Anatomy of motivation
- Thought provoking. Many aspects were not new but are useful
- Listening allows the ‘person’ to present themselves and allows humanity to be shared
- The practical exercises were great!
- The listening exercise was excellent
- ERIC
- Confidence consolidation
- The session reminded me that my confidence in what I do in motivating my patients is better than I believed
- Liked the use of tips as take home messages
- I did learn how important it is to be a good listener
- Made me realize the value of listening to others
- Prisoner, Passenger, Participant. Very eye opening and thoughtful strategy
- ERIC. This is a never forget way to think and to help patients with a chronic illness. Thank you
- Listening. It is a lot harder than talking
- Disengaged person = passenger or prisoner
- Good to remind ourselves of all the discussed items
- The 3 Ps were helpful to reflect on why people may or may not ‘engage’. ERIC
- ERIC
- Anatomy of motivation square was interesting and useful
- Answering more questions than I ask!
- It got me re-motivated as I don’t do as bad as I think I do
• Using a client’s emotional outburst to do something positive with, rather than being uncomfortable with bringing the tears on
• Rosie, I really liked your style and pace. The simple breakdown of anatomy of motivation
• Thank you, I realize I need botox on my eyebrows! Yes, I need to look into the mirror more often when I speak, to look at my expressions