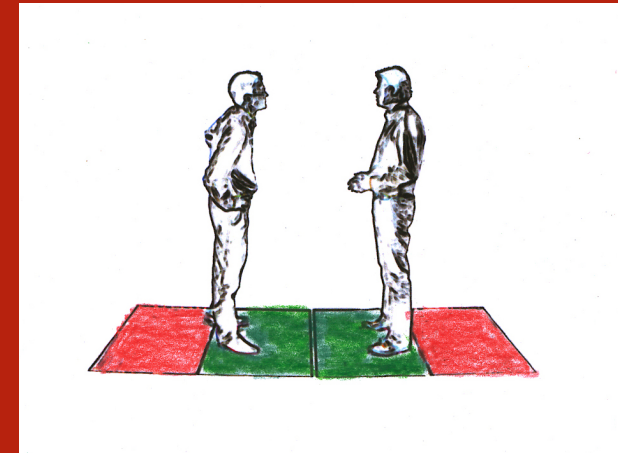


- The patient does not follow my advice for treatment;
- The patient says 'yes', but does 'no';
- The patient doesn't accept the consequences of the disease and I cannot really help him further;
- The patient talks continually about problems at work, but I want to discuss the consequences of the disease;
- The patients parents are concerned and take over many of his responsibilities. In this way he won't learn himself;
- The medical specialist of my patient wants me to interpret clotting factors, but that is actually her responsibility.

Interaction problems of clinical nurse specialists

Nurses encounter various problems in interaction that require clear methods and practical skills to help them still reach their goals. Haematology nurses for example are regularly confronted - especially by their adolescent haemophilia patients - with problems concerning the acceptance of the disease and the lack of confidence the adolescent has in the therapy. Also cases of non-compliance occur regularly in daily practice.

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Training Interaction Skills The Mat®-method

Improve the effectiveness of
communication and cooperation



The Mat: an instrument to supervise your patient effectively

The Mat® is a practical yet profound training method for healthcare professionals, caregivers and individuals living with a chronic illness. The training enables both teams and individuals to significantly improve the way they handle interaction problems. Improved meaning: actual purposive, efficient and satisfying cooperation.

A chronic disease can have great impact on the interaction between people dealing with this type of disease, their families, friends and healthcare professionals. How do you support someone living daily life and reduce the impact of such an illness? How do you cope with non-adherence, denial of severity, grief or overwhelming emotions? Or maybe even with your own insecurities?

These problems are not solved through education only; they also call for training. Actual practice how to deal with difficult situations creates a firm basis for purposeful cooperation. Bureau de Mat has developed Interaction Skills Training Programmes that combine theory on this subject with specific practice using a unique method.

The Mat®-method is a Dutch, evidence-based, registered educational tool. The method links various methodologies, theories and approaches in the area of co-operation. It is – among others - inspired by Robert Axelrod's 'The evolution of co-operation' and the work of Thomas Gordon.

A participant to the course: "The Mat offers a very straightforward method to approach difficult situations. It is effective, refreshing and to-the-point"

Over the years The Mat has achieved significant results in training thousands of healthcare professionals and family members.

Caring together

We train each pillar in the triad separately to improve efficacy in interaction with patients, professionals and others. Healthcare professionals are trained to enhance their practical skills and to enable them to realise a more effective treatment. Our aim is to improve cooperation by caring together.

You will learn:

- How to effectively handle difficult situations;
- How to deal with boundary crossing;
- How and when you need to take full ownership of the situation;
- How and when you need to just step back and give the other person the opportunity to deal with the problem;
- How to actively listen and give feedback;
- How to face and to deal with limitations.

"I find the Mat®-method a strong method for medical practitioners. It bridges the gap between cognition and emotion" – Sandra Goedhart, psychologist

Trainers

Bas van Raaij (psychologist) and Jan Boogaarts (trained as clinical nurse specialist) are both experienced trainers at Bureau de Mat.

Charge

The charge for the training depends on the type of training required.

For more information or subscription:

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