

Ethical Perspectives and Techniques in Conflict Resolution / Communication with Patients:

Including a Focus on Medical Improv

FEATURING:

- The 5 CE HOURS (3 ETHICS!) with one of our most popular speakers
- A unique and entertaining day of ethics including a focus on Medical Improv as a communication tool

**Friday, August 30th,
2019**

8:00 – 8:30 am: Registration &
Networking

8:30 – 2:45 pm: Presentation
See back page for detailed agenda

Shepherd Center 7th Floor Auditorium

2020 Peachtree Road Northwest,
Atlanta, GA 30309

A light lunch will be provided.

**\$75 Early Bird Registration;
\$95 At the Door (If space is available)**

*Space is limited. Please register online
at www.ceucorationsinc.com.*



Creative. Educational. Unique.

Continuing Education Event, Lunch & 5 CE Hours

———— **5 Credit Hours Approved For:** ————

- Social Work (ASWB ACE – 3 Ethics and 2 Clinical Hours)
- Case Managers (CCMC – 5 Clock Hours)
- RN (CA Board of Registered Nursing – 5 Contact Hours)
- LPC (3 Ethics and 2 Clock NBCC Hours) 
- *Attendance or applied credit certificate available for other credentials.*

———— **Presenter:** ————

Jason Lesandrini, Medical Ethicist;
Assistant Vice President of Ethics,
Advance Care Planning and
Spiritual Health at a major Atlanta
Health System; Adjunct Faculty;
Mercer University

———— **This Event is Generously
Sponsored By:** ————



Shepherd Center



Ethical Perspectives and Techniques in Conflict Resolution / Communication with Patients: Including a Focus on Medical Improv

Communication is defined as “the imparting or exchanging of information or news”. As clinicians and healthcare professions, we are always looking at ways to improve our communication skills in a hope to potentially improve outcomes. We know that communication is not only what we say – but includes how we say it, nonverbal cues and many other considerations that can impact these skills. This training will explore unique ways that we can communicate with our patients, clients and team members that may help us be more mindful of these critical interactions and may help improve outcomes. In addition, we will be reflecting on ethical components that overlap many of these interactions and we’ll be discussing those as well. Our day of learning features one of our most popular and engaging presenters, Mr. Jason Lesandrini, Medical Ethicist; Assistant Vice President of Ethics, Advance Care Planning and Spiritual Health at a major Atlanta Health System; Adjunct Faculty; Mercer University. To kick off our day, Mr. Lesandrini will review ethical standards (from social work, counseling, case manager and nursing ethical codes) around conflict resolution in a professional environment. From here, Mr. Lesandrini will explore the technique of Improv to Improve Communication – focusing on rules of improv, tenets to improve pathways in the mind, case scenarios, non-verbal cues and much more. Using direct examples, case scenarios and interactive activities – you will leave with concrete communication tools that you can immediately implement in your day-to-day practices.

Agenda:

8:00 am – 8:30 am:	Registration and Networking
8:30 am – 10:30 am:	Conflict Resolution: Review ethical issues around conflict resolution in a professional environment
10:30 am - 10:45 am:	Break
10:45 am – 11:45 am:	A Tool for Conflict Resolution: Using Improve to Improve Communication, Teamwork and Resolve Conflict - With Ethical Principles
11:45 am - 12:30 pm:	Lunch
12:30 pm - 2:45 pm:	A Tool for Conflict Resolution: Using Improve to Improve Communication, Teamwork and Resolve Conflict - With Ethical Principles
2:45 pm:	Evaluations and Adjourn

By attending our workshop, you will be able to:

1. Name 2 mishaps that can happen during client/provider communication.
2. Identify 2 ethical issues that can arise during client/provider communication.
3. State a strategy to help conflict resolution in these highly stressful situations.
4. Identify the rules of improv and name 2 tenets of improv that can create pathways in the mind to better communication.
5. Name 3 ethical considerations that overlap communication and Improv as an intervention to improve communication.

SOCIAL WORKERS: CEU Creations, provider #1239, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. CEU Creations maintains responsibility for this course. ACE provider approval period: [11/22/18-11/22/21]. Social workers completing this course receive 3 Ethics continuing education credits and 2 Clinical continuing education credits.

In order to receive credit, you must attend the entire presentation and complete an evaluation. Certificates will be provided on-site. Target audience: Social workers, case managers, discharge planners, nurses and other healthcare professionals – beginning to intermediate level of learning. *The GA Board governing social work CE's accepts ACE Programs.*

NURSES: 5 Contact Hours - CEU Creations is an approved provider of nursing CEs through the California Board of Registered Nursing. Provider number: CEP16563. All states retain their own licensing authority through their own boards. Please make sure to check with your own state board to ensure transferability of the CE credits.

LPC's: Clock: 2, Ethics:3 NBCC hrs - CEU Creations has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6941. Programs that do not qualify for NBCC credit are clearly identified. CEU Creations is solely responsible for all aspects of the programs.

Cancellation Policy: Registrants must cancel through Steve McSweeney only via email or phone at steve@ceuc creationsinc.com or 404-421-6055 (contacting other staff members/leadership does not guarantee your cancellation.) No faxes or mail cancellations will be accepted. Cancellation Fee: \$25- Refunds will not be given for cancellations within five (5) business days prior to the workshop date

All states retain their own licensing authority through their own boards. Please make sure to check with your own state board to ensure transferability of the CE credits.

For more information on the course, accommodations for disability, grievances, or any other concerns, please contact CEU Creations via Anne McSweeney at info@ceuc creationsinc.com or 404-421-6055.

Speaker Information:

Jason Lesandrini

Jason Lesandrini is currently the Assistant Vice President of Ethics, Advance Care Planning and Spiritual Health at a major health system in GA. Prior to this position, he was a Medical Ethicist at Grady Healthcare. He also is adjunct faculty and teaches at Mercer University and has also taught at GA State University as well. He has presented at numerous conferences – both locally and nationally and has also written several journal articles. He has a B.A. in Philosophy from MI State University and an M.A. in Philosophy from GA State University. He is working on his PhD in Medical/Healthcare Ethics.