

Responding to Difficult Communication Behaviors:

A Guide for Helping Professionals

FEATURING:

- A thoughtful discussion of the different types of communication behaviors.
- An overview of strategies to employ when responding to aggressive communication behaviors

**Thursday,
September 19, 2019**

12:00 – 12:15 pm: Registration, Complimentary Lunch, & Welcome

12:15 pm – 1:15 pm: Presentation

1:15 pm: Evaluations and Adjourn

WellStar Cobb Hospital

Auditorium
3950 Austell Road
Austell, GA 30106

*Space is limited.
Please RSVP to
www.ceucreationsinc.com*



Continuing Education Event and Complementary Lunch

— **1 Credit Hour Approved For:** —

- Social Work (ASWB ACE – 1 Clinical Hour)
- Case Managers (CCMC – 1 Contact Hour)
- RN (CA Board of Registered Nursing – 1 Contact Hours)
- Attendance or applied credit certificate available for other credentials.

— **Presenter:** —

Kim Wilson, LPC

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



As helping professionals, we walk alongside individuals and families as they navigate complex life experiences, hospital and community systems, and safety net programs. Often, those interactions happen during vulnerable and stressful times for our clients. Understanding the different types of behavioral communication styles provides a context for which to view and address the types of behaviors we may encounter in our practice. In this fascinating presentation, Kim Wilson LPC will facilitate a thorough overview on the four types of behavioral communication types. In addition to the communication type summary, we will discuss typical responses to aggressive communication behaviors, and effective strategies to employ when responding to challenging behavior. Helping professionals will not want to miss this informative presentation!

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By attending our workshop, you will be able to:

1. Identify the 4 types of communication behaviors.
2. Name two typical responses to aggressive communication behavior.
3. Describe the appropriate ways to respond to aggressive communication behavior.

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 1 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

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:

Kim Wilson, LPC

Kim Wilson is a licensed professional counselor and owner of Kim Wilson Experience, LLC. She has worked in the mental health field since 2006. Her work as both an advocate and counselor for families in the communities she serves is a testament to her commitment to emotional health and wellness. Kim Wilson's uses her education in human behavior to facilitate dynamic workshops and seminars on effective communication, work life balance, stress management and other customized talks. She is also the creator of “Amazing Relationships with Kim Wilson” a podcast which is featured in iTunes, Stitcher and Google Music.