

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

**Tuesday,
May 21, 2019**

11:45 am – 12:00 pm: Registration & Lunch

12:00 – 1:00 pm: Presentation

1:00 pm : Evaluations and Adjourn

Northside Hospital Cherokee

1st Floor Galleria Conference Room
450 Northside Cherokee Boulevard
Canton, GA 30115

Space is limited.

Please RSVP to

www.ceucreationsinc.com



Continuing Education Event and Complementary Dinner

———— **1 Credit Hour Approved For:** ————

- Social Work (ASWB ACE – 1 Clinical/Core 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, #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 Social Work Clinical/Core continuing education credits.

NURSES: 1 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.