

Verbal and Emotional De-Escalation Training

- Experts in various clinical fields to discuss strategies in verbal and emotional de-escalation
- A full-day training on de-escalation best practices, including conflict resolution, creating safe spaces, and cultural humility

Friday, August 20, 2021 | 9:00 AM – 3:00 PM ET

Live Stream Series

(Online Synchronous Training)

\$59.99 Registration

Space is limited.

Please register online at

www.ceuc creationsinc.com

5 CREDIT HOURS APPROVED FOR:

- **Social Workers**
(ASWB ACE – 5 CE Credits; New York State Education Department's State Board for Social Work– 5 Contact Hours)
- **Case Managers**
(CCMC – 5 Contact Hours)
- **Nurses**
(CA Board of Registered Nursing – 5 Contact Hours)
- **Counselors**
(NBCC ACEP – 5 Contact Hours; NY State Education Department's State Board for Mental Health Practitioners)

Attendance or applied credit certificate available for other credentials.

Please make sure to check with your own state board to ensure transferability of CE credit.

PRESENTERS:



**Janet S.
Richmond, LICSW**



**Jason Lesandrini,
MA, FACHE, HEC-C,
LPEC, PhD(c),**



Kim Wilson, LPC



**Linda Ellis, MEd,
MDiv, LPC**

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2021 CEU Creations National Supporter Directory that will be provided to each registrant.*

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AGENDA

8:45 AM – 9:00 AM:	Log In/Virtual Networking
9:00 AM – 11:00 AM:	De-Escalation Janet Richmond, LICSW Coordinator , Urgent Care Mental Health/Psychiatry Services, Boston VA Healthcare System; Psychiatric Clinician, Clinical Evaluation Center McLean Hospital/LEADER Program; Associate Clinical Professor of Psychiatry, Tufts University School of Medicine; Private practice-psychotherapy
11:00 AM – 11:10 AM:	Break
11:10 AM – 12:10 PM:	Words Matter: Conflict Resolution and Improv Techniques Jason Lesandrini, MA, FACHE, HEC-C, LPEC, PhD(c) , Medical Ethicist; Assistant Vice President of Ethics, Advance Care Planning and Spiritual Health at a major Atlanta Health System; Adjunct Faculty, Mercer University
12:10 PM – 12:50 PM:	Lunch and Sponsor Spotlight (12:35)
12:50 PM – 1:50 PM:	Creating Safe Spaces Kim Wilson, LPC , The Kim Wilson Experience
1:50 PM – 2:00 PM:	Break
2:00 PM – 3:00 PM:	Cultural Humility Linda Ellis, MEd, MDiv, LPC , Former Director of the Health Initiative (15 years)

BY ATTENDING OUR WORKSHOP, YOU WILL BE ABLE TO:

- Provide an overview of verbal and emotional de-escalation
- Name 3 strategies for de-escalating tense situations
- Summarize the basic tenets of improv and how it can lead to enhanced communication
- Describe the importance of creating safe spaces to promote trust and safety
- Define cultural humility and how this might be a tool in emotional de-escalation.

Helping professionals serve on the front lines in every practice setting, dedicating themselves to assisting others in the most challenging and uncertain circumstances. It is essential that clinicians acquire the skills and techniques necessary to de-escalate tense situations. To begin our day, Janet Richmond, LICSW, will provide an overview of verbal and emotional de-escalation, followed by a series of case scenarios to highlight examples of utilizing these skills and why they are important. Medical ethicist, Jason Lesandrini, MA, FACHE, HEC-C, LPEC, PhD(c), will then summarize conflict resolution and improv strategies that lead to enhanced communication, and Kim Wilson, LPC, will examine the importance of creating safe spaces to promote trust and safety in places that we practice. To round out this full day of impactful learning, Linda Ellis, MEd, MDiv, LPC, will provide considerations on cultural humility and underscore the importance of continuous critical self-reflection, empathy, and understanding as we endeavor to enhance our clinical skill set to support our clients and respect their dignity during conflict.

Course Interaction and Technical Requirements: This live webinar is fully interactive. Attendees may ask and answer questions throughout the presentation and participate in instructor-led discussions. A computer or mobile device is required. Zoom account is *not* required. You will receive an email approximately 24 hours prior to the start of the class with a link to the webinar.

In order to receive credit, you must login on time, attend the entire presentation, and complete an online evaluation within 30 minutes of the conclusion of the event. Attendance log and Zoom analytics will be reviewed by the CE Director. Certificates will be provided in approximately 5 business days.

Target audience: Social workers, case managers, discharge planners, nurses, counselors, and other healthcare professionals – intermediate content level.

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 5 Clinical continuing education credits.

CEU Creations, Inc. is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0616. This activity is approved for 5 contact hours.

NURSES: 5 Contact Hours - CEU Creations is an approved provider of nursing CE's 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.

COUNSELORS: 5 Clinical Credits:

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.

CEU Creations, Inc. is recognized by the New York State Education Department's State Board for Mental Health Practitioners as an approved provider of continuing education for licensed mental health counselors. #MHC-0199. This activity is approved for 5 contact hours.

Cancellation Policy: Registrants must cancel via email or phone at patty@ceucorationsinc.com or 770-880-9873 (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



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SPEAKER BIOS



Jason Lesandrini, MA, FACHE, HEC-C, LPEC, PhD(c), Medical Ethicist; Assistant Vice President of Ethics, Advance Care Planning and Spiritual Health at a major Atlanta Health System; Adjunct Faculty, Mercer University

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



Janet Richmond, LICSW Coordinator, Urgent Care Mental Health/Psychiatry Services, Boston VA Healthcare System; Psychiatric Clinician, Clinical Evaluation Center McLean Hospital/LEADER Program; Associate Clinical Professor of Psychiatry, Tufts University School of Medicine; Private practice-psychotherapy. Janet earned her MSW from Simmons College School of Social Work in Boston, Massachusetts. In 2012, she was awarded the Beverly Ross Fliegel Award for Social Policy and Change by the Massachusetts Chapter of NASW.



Kim Wilson, LPC, Owner and Founder of the Kim Wilson Experience

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 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.



Linda Ellis, MEd, MDiv, LPC

For 25 years, Linda Ellis led organizations serving Georgia’s LGBTQ community. Through that work, she helped to develop a strong network of healthcare and service providers committed to providing culturally sensitive care, focused on increasing access to supportive care for those at the margins of the community, including LGBTQ seniors and those individuals who are under or uninsured. Today, Linda is shifting her focus more toward individual experiences, and is building a private psychotherapy practice through which she looks forward to accompanying others on their own journeys. Linda has Master degrees in both theology and family therapy. She lives in Atlanta’s East Lake neighborhood, and is grateful for the chance to provide an occasional landing spot for her two young adult sons.