

Don't Shoot the Messenger: Conflict Resolution, Values and Communication for Helping Professionals: A Path to Better Understanding Our Own Ethical Lens and Challenge.



- 5 Ethics hours

- Breakout rooms, communication tips, improv for de-escalation and so much more!
#nomoreboringceus!

Friday, August 5, 2022 | 9:00 AM – 3:00 PM
Live Stream Series (Online Synchronous Training)

\$64.99 Early Bird Registration

After July 22nd registration is \$74.99



Please scan QR Code
or register online at
www.ceucreationsinc.com

5 CREDIT HOURS APPROVED FOR:

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

* Some states do not require/accept ethics hours for counselors, for those cases contact hours will be awarded.

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:



**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



**Jessica Patterson, LMSW,
DSW**

Educational Manager,
CEU Creations

FEATURED 2022 Sponsors!



Additional information for each sponsor can be found in the 2022 CEU Creations Georgia Supporter Directory that will be provided to each registrant.

Don't Shoot the Messenger: Conflict Resolution, Values and Communication for Helping Professionals: A Path to Better Understanding Our Own Ethical Lens and Challenge.



AGENDA

8:45 AM - 9:00 AM:	Log In and Virtual Networking
9:00 AM – 10:00 AM:	Overview of Conflict and Complex Situations, Jason Lesandrini MA, FACHE, HEC-C, LPEC, PhD(c) & Jessica Patterson, LMSW, DSW, CEU Creations
10:00 AM – 10:10 AM:	<i>Break</i>
10:10 AM – 11:10 AM:	Overview of Conflict and Complex Situations, Jason Lesandrini MA, FACHE, HEC-C, LPEC, PhD(c)
11:10 AM - 11:50 AM:	<i>Lunch and Sponsor Spotlight</i>
11:50 AM – 12:50 PM:	Discussion of Complex Cases with Breakout Rooms, Jason Lesandrini MA, FACHE, HEC-C, LPEC, PhD(c) & Jessica Patterson, LMSW, DSW, CEU Creations
12:50 PM – 1:50 PM:	De-escalation Utilizing Improv Techniques, Jason Lesandrini MA, FACHE, HEC-C, LPEC, PhD(c)
1:50 PM – 2:00 PM:	<i>Break</i>
2:00 PM – 3:00 PM:	De-escalation Utilizing Improv Techniques, Jason Lesandrini MA, FACHE, HEC-C, LPEC, PhD(c) & Jessica Leal, LMSW, CEU Creations

Helping professionals are often called upon to be the bearer of bad news or to have extremely difficult, complex conversations with many different people. Whether they are charged with telling a client/patient they may require rehab, telling an angry physician that his/her patient cannot stay in the hospital for an unlimited amount of time, or communicating with an angry client - t in therapy, many times social workers, nurses and case managers are “caught in the line of fire.” How should one deal with angry and complex clients/patients – especially following the delivery of bad news? How should one deal with angry staff/team members? This presentation will focus on conflict resolution and includes an ethical discussion on strategies to reduce ethical tension regarding conflict. Mr. Lesandrini will review ways that the social worker, counselor, nurse, and case manager can effectively communicate around conflict and review common ethical situations that may lead to conflict. He will also review some de-escalation techniques utilizing improv as well. . In addition, Social Worker, Jessica Leal, LMSW, will start and end our day of learning by reviewing ethical principles and add to our discussions throughout the day reviewing ethics as well. Using breakout rooms as well other interactive exercises, this “hands-on” presentation will keep you engaged and learning at the same time!

BY ATTENDING OUR WORKSHOP, YOU WILL BE ABLE TO:

- Name a strategy to help with conflict resolution/de-escalating complex situations.
- Identify two common ethical situations that may lead to conflict.
- Identify areas of self-awareness around personal ethical tensions that may arise when communicating with clients or co-workers during conflict.
- Summarize the basic tenets of improv and how it can lead to enhanced communication.
- Recall at least 2 communication techniques that may help in de-escalating 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: [11/22/2021-11/22/2024]. Social workers completing this course receive 5 Ethics 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 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.

COUNSELORS: 5 Ethics Hours



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.



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 Georgia State University. He is working on his PhD in Medical/Healthcare Ethics.



Jessica Patterson, LMSW, DSW, Educational Manager, CEU Creations

Jessica Patterson, LMSW, DSW is a licensed social worker with over ten years of experience working in different systems. Jessica has a strong passion for teaching, training, and professional development. She also has a strong background around creating trauma informed systems, social emotional behavioral health and the implementation of community and individual support systems.

Jessica has created and facilitated many professional development trainings throughout her career. Jessica's role at CEU Creations includes developing curriculum, working with licensure boards, and presenting at various CE trainings.

Jessica holds a Bachelor's degree in organizational management and sociology from Ashford University. She received her Master's in Social Work from University of Iowa and her Doctoral degree in Social Work from Capella University.

Jessica is a licensed Social Worker through the state of Iowa. Jessica currently lives in Iowa with her husband, four children, two dogs, and cat! Any spare moment that Jessica has is usually spent running or reading!