

Verbal and Emotional De-Escalation Training



• Experts in various clinical fields to discuss strategies in verbal and emotional de-escalation

• Resources A full-day training on de-escalation best practices, including conflict resolution, creating safe spaces, and cultural humility.

Saturday, October 22, 2022 | 9:00 AM – 3:00 PM ET
Live Stream Series (Online Synchronous Training)

\$64.99 Early Bird Registration

After October 8th 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 CE Credits; New York State Education Department's State Board for Social Work – 5 Contact Hours)
- **Case Managers**
(CCMC – 5 Contact Hours)
- **Nurses**
(California Board of Registered Nursing – 5 Contact Hours)
- **Counselors**
(NBCC ACEP; New York State Education Department's State Board for Mental Health Practitioners – 5 Contact Hours)

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:



Linda Ellis, MEd, MDiv, LPC
Executive Director of the Health Initiative



Jessica Leal, LMSW, DSW
Educational Manager CEU Creations



M. Greg Green,
Author, Advocate for Transgender Rights and CEO of Miskonception, LLC



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

Verbal and Emotional De-Escalation Training



AGENDA

8:45 AM – 9:00 AM:	Log In and Virtual Networking
9:00 AM – 10:30 AM:	De-Escalation, Jessica Leal, LMSW, DSW
10:30 AM – 10:40 AM:	<i>Break</i>
10:40 AM – 12:10 PM:	Words Matter, Jason Lesandrini, MA, FACHE, HEC-C, LPEC, PhD(c), Medical Ethicist
12:10 PM – 12:50 PM:	<i>Lunch and Sponsor Spotlight</i>
12:50 PM – 1:50 PM:	Creating Safe Spaces, Greg Green, Author, CEO of Miskonception, LLC
1:50 PM – 2:00 PM:	<i>Break</i>
2:00 PM – 3:00 PM:	Cultural Humility, Linda Ellis, MEd, MDiv, LPC

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, Jessica Leal, LMSW, DSW, 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 M. Greg Green, Author and Advocate, 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.

BY ATTENDING OUR WORKSHOP, YOU WILL BE ABLE TO:

- Provide an overview of verbal and emotional de-escalation
- Name three 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.

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 General Social Work 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 Contact 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.

Verbal and Emotional De-Escalation Training



PRESENTER BIOS



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

Linda Ellis has served as the Executive Director of the Health Initiative since January of 2002. The Health Initiative is committed to the health and wellbeing of Georgia's LGBT community. Prior to joining The Health Initiative, Linda was the first Executive Director of YouthPride, Inc. Linda has Master degrees in both theology and family therapy. A licensed therapist, she is a skilled organizational leader with a proven ability to generate support in a variety of stakeholder communities.

As the Executive Director of The Health Initiative, Linda has expanded both the reach and reputation of the organization, developing a strong network of healthcare providers committed to providing culturally sensitive care to lesbians and other members of the LGBT community. Increasingly, the work of the Health Initiative focuses on increasing access to supportive healthcare for those at the margins of the community, including LGBT seniors and those individuals who are under or uninsured. Linda has worked hard to expand The Health Initiative's partnerships with mainstream providers and systems, and currently serves as co-chair of Fulton County's Smoke Free Community Coalition and is a member of Piedmont Healthcare's Bioethics Committee, Emory University's Hope Clinic's Community Advisory Board and Children's Healthcare of Atlanta's Family Advisory Council.



**M. Greg Green,
Author, Advocate
for Transgender
Rights and CEO
of Miskonception,
LLC**

A native of South Carolina, Greg graduated from The Citadel in 2006 with a degree in Psychology. After working five years as a Police Officer and Firefighter, he began working in the trade business at FedEx. Greg has been a member of Tau Kappa Phi Inc, a non-profit LGBT Greek lettered organization, since 2004. During this time, he helped to maintain a space within Tau Kappa Phi for transgender men, Alpha Omega Kappa Fraternity, Inc. serving as the first president of the organization. Greg served as a moderator for a transgender support group at Garden of Grace United Church of Christ. He has been on the board of South Carolina Equality as the chairman of the Trans Action Task Force, and currently serves on the Board of Directors for the Harriet Hancock Center and The Citadel African American Alumni Association. Greg has spoken in Washington DC with the U.S. Department of Justice; Federal Bureau of Prisons, Dorn VA Hospital, Federal Correctional Institution; Edgefield, SC, Federation of Families Summer Summit, The International Conference on Stigma, and various other engagements. He is a facilitator with Beyond Conflict, a Justice, Equity, Diversity and Inclusion training organization. He is also the CEO of Miskonception, LLC, a diversity training organization with a heavy focus on the LGBTQ+ community.

Verbal and Emotional De-Escalation Training



PRESENTER BIOS



Jessica Leal, LMSW, DSW
Educational Manager, CEU Creations

Jessica Leal, 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.



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.