



# Verbal and Emotional De-escalation

- Packed full of strategies you can use right away
- Communication tips, practical tools, and so much more!

Tuesday, August 1, 2023

5:45 PM – 7:00 PM ET

**Live Stream Series (Online Synchronous Training)**

**Complimentary CE Event for Inspired Living by Validus Senior Living**

Space is limited.  
Scan QR code or register online at <https://bit.ly/Validus0801>



## 1 CREDIT HOUR APPROVED FOR:

- **Social Workers**  
ASWB ACE – 1 CE Credit  
New York State Education Department's State Board for Social Work – 1 Contact Hour
- **Case Managers**  
CCMC – 1 Contact Hour
- **Nurses**  
California Board of Registered Nursing – 1 Contact Hour
- **Counselors**  
NBCC ACEP – 1 Contact Hour  
New York State Education Department's State Board for Mental Health Practitioners – 1 Contact Hour

*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.*

## PRESENTER:



**Jessica Patterson,  
LMSW, DSW**

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

Jessica 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.

## GENEROUSLY SPONSORED BY:



For more information on the course, accommodations for disability, grievances, or any other concerns, please contact CEU Creations via Patty Tucker at [patty@ceucrationsinc.com](mailto:patty@ceucrationsinc.com) or 770-880-9873.

Copyright 2023 – CEU Creations | [www.ceucrationsinc.com](http://www.ceucrationsinc.com)



# Verbal and Emotional De-escalation

Tuesday, August 1, 2023

5:45 PM – 7:00 PM ET

**Live Stream Series**

**(Online Synchronous Training)**

**Complimentary CE Event for Inspired Living  
by Validus Senior Living**

## AGENDA

**5:45 PM - 6:00 PM:** Log-In and Virtual Networking

**6:00 PM - 7:00 PM:** Presentation

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. This one-hour event will be jam-packed with an overview of verbal and emotional de-escalation, the five levels of behavior, and how to best respond to de-escalate any situation. Participants will leave with many tips and techniques to use so they can feel confident in those sticky situations.

### BY ATTENDING OUR WORKSHOP, YOU WILL BE ABLE TO:

- Name the five levels of behavior
- List at least one way to respond in each behavior level
- Describe the importance of nonverbal communication

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 event with a link to the webinar.

**In order to receive credit, you must log in on time, attend the entire presentation, and complete an 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 7-10 business days.**


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

**SOCIAL WORKERS:** CEU Creations, #1239, is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: 11/22/21-11/22/24. Social workers completing this course receive 1 General continuing education credit.

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 1 contact hour.

**NURSES:** 1 Contact Hour - 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:** 1 Contact Hour:

 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 1 contact hour.

**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 Patty Tucker at [patty@ceuc creationsinc.com](mailto:patty@ceuc creationsinc.com)