

# De-escalating the Dysregulated: Practical Tips and Techniques for Helping Professionals



- Communication tips, practical tools, improv for de-escalation, and so much more!
- 5 Ethics CEs!

Saturday, July 22, 2023 | 9:00 AM – 3:00 PM ET

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

**\$64.99 Early Bird Registration**

*After July 7<sup>th</sup> registration is \$74.99*



Please scan QR Code or  
register online at

[www.ceucreationsinc.com](http://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 Contact Hours
- **Nurses**  
California Board of Registered Nursing – 5 Contact Hours
- **Counselors** – (5 Ethics Hours or 5 Contact Hours)\*  
NBCC ACEP – 5 Contact Hours  
NY State Education Department's State Board for Mental Health Practitioners – 5 Contact Hours

\* Some states do not recognize Ethics Hours for Counselors. In 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.

## PRESENTED BY:



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



**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

## FEATURED 2023 Sponsors!



*Additional information for each sponsor can be found in the  
2023 CEU Creations Georgia Supporter Directory that will be provided to each registrant.*

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

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## AGENDA

8:45 AM - 9:00 AM:	Log In and Virtual Networking
9:00 AM - 10:20 AM:	Words Matter: Conflict Resolution and Improv Techniques Jason Lesandrini, MA, FACHE, HEC-C, LPEC, PhD(c)
10:20 AM - 10:30 AM:	Break
10:30 AM - 12:00 PM:	Words Matter: Conflict Resolution and Improv Techniques Jason Lesandrini, MA, FACHE, HEC-C, LPEC, PhD(c)
12:00 PM - 12:40 PM:	Lunch and Sponsor Spotlight
12:40 PM - 1:40 PM:	De-Escalation – Jessica Patterson, LMSW, DSW, and CEU Creations Educational Manager
1:40 PM - 1:50 PM:	Break
1:50 PM - 3:00 PM:	De-Escalation – Jessica Patterson, LMSW, DSW, and CEU Creations Educational Manager

Helping professionals serve on the front lines in every practice setting, dedicating themselves to assisting others in the most challenging and uncertain circumstances. Helping professionals are often called upon to be the bearer of bad news or to have extremely difficult, complex conversations with many different people, and are many times “caught in the line of fire”. It is essential that clinicians acquire the skills and techniques necessary to de-escalate tense situations. To begin our day, medical ethicist, Jason Lesandrini, MA, FACHE, HEC-C, LPEC, PhD(c), will summarize conflict resolution and improv strategies that lead to enhanced communication and de-escalation. The second half of the day, Jessica Patterson, 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. Understanding our ethical code in escalating situations will also be discussed throughout the day. Participants will leave with new techniques that can immediately be used in their everyday practice.

*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.

**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 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 or 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](mailto: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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## BY ATTENDING OUR WORKSHOP, YOU WILL BE ABLE TO:

- Summarize why it is important to identify the different behavior levels
- Name three strategies for de-escalating tense situations
- Summarize the basic tenets of improv and how it can lead to enhanced communication
- Describe how our ethical codes plays a role in our response during an escalating situation
- Identify areas of self-awareness around personal ethical tensions that may arise when communicating with clients or co-workers during conflict.

## PRESENTER BIOS



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

**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 also 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**

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

Jessica Patterson 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.