

MAY 20, 2020

11:00 a.m. - 12:00 p.m. ET

PROFESSIONAL DEVELOPMENT



Learn about strategies to working with difficult clients.

EVENT LOCATION

<https://militaryfamilieslearningnetwork.org/event/64656/>

Keep Calm & Carry On: Working with Difficult Clients

When we work with people, we will inevitably meet a difficult or challenging person. Even though it is natural for individuals going through adversity to become difficult/challenging, it is imperative to meet the person's emotional state with compassion and empathy. In this webinar, we will discuss techniques of de-escalation, communication, and expressions to help understand and address people we feel are problematic. Learning objectives include: Enhance de-escalation skills through verbal and non-verbal communication; differentiate between sympathy and empathy in response to difficult people; develop skills to reconnect with a person after a disruptive moment.

PRESENTER

Jeffrey Hanna, DSW, LCSW, ACSW

Teaching Assistant Professor
School of Social Work
West Virginia University

Dr. Hanna is a graduate of the Doctor of Social Work program at Rutgers University School of Social Work New Brunswick, NJ. He also received his MSW from Rutgers University in Camden, NJ. Since 2009, Dr. Hanna worked in clinical behavioral health for adolescents, adults, and geriatrics. For the past eight years, he ran a successful private practice, was part of the NASW ethics committee, and presented on understanding the impact of masculine stigma on clinical practice. His doctoral concentration was on how to help men break through barriers associated with masculinity to increase successful therapeutic interventions.

CONTINUING EDUCATION CREDIT

- The MFLN Military Caregiving concentration will apply for continuing education (CE) credit from the UT Austin Steve Hicks School of Social Work for credentialed and licensed professionals (social workers, LPC, LMFT).
- This program has been submitted to the Commission for Case Manager Certification for approval to provide board certified case managers with 1.0 clock hours.
- This program has been approved by the National Council on Family Relations (NCFR) for 1.0 CE credit for Certified Family Life Educators (CFLE).
- Certificates of completion will also be available for participants interested in receiving training hours.

RSVP TODAY!



MILITARY CAREGIVING
Military Families Learning Network