


SEPTEMBER 17, 2020

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

PROFESSIONAL DEVELOPMENT



words have power

Keep Calm & Carry On series continues.

EVENT LOCATION

<https://militaryfamilieslearningnetwork.org/event/79966/>

Communication Power Moves: Pt. II Working with Difficult Clients

When a situation becomes escalated, it is common for us to freeze, fight back, or retreat from the situation. However, while providing services to individuals, we need to use our environment and communication skills to find and maintain safety. In "Keep Calm & Carry On: Working with Difficult Clients," we identified underlying causality to a person or situation to become escalated and develop skills to empathize and be with the person. In this second installment, we will build upon those skills while exploring different communication techniques to keep ourselves and clients calm through the escalated situation. Using crisis intervention prevention models, we will identify skills to make sure our encounters with clients are safe, healthy, and productive. Furthermore, we will discuss some necessary therapeutic skills to deploy when dealing with escalation by reconceptualizing the capabilities of verbal judo.

PRESENTER

Jeffrey Hanna, Ph.D., DSW, LCSW, ACSW

Teaching Assistant Professor
School of Social Work
West Virginia University

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

- **Social Work, LPC, LMFT:** 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).
- **Case Manager:** 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.
- **Board Certified Patient Advocates (BCPA):** This program has been pre-approved by The Patient Advocate Certification Board to provide continuing education credit to BCPA. The course has been approved for a total of 1.0 CE contact hour.
- **Certified Family Life Educators (CFLE):** This program has been approved by the National Council on Family Relations (NCFR) for 1.0 CE credit for CFLE.
- **Certificates of completion** are available for participants interested in receiving training hours.

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