Sinclair Community College, Center for Nursing Continuing Education, Center for Healthy Communities, AHEC Region IV and HealthLink Present:

“Provider Tool Kit for Challenging Client Situations”

December 8, 2009
8:30am -12:15pm

Madison Lakes Learning and Conference Center
581 Olive Road
Dayton, Ohio
(Free parking)

Registration, refreshments and Resource tables open at 8:00 am

• How do I react or respond?
• What techniques to use?
• What are my triggers?

Objectives

1. Discuss need for self-awareness when facing a challenging situation.
2. Recognize escalating behavior in client encounters.
3. Identify techniques and resources to use in response to client behavior.

This seminar will provide health care professionals primary responsibility to promote the well-being of clients in challenging situations. Health Care professionals will use this information to assist them in recognizing escalating client behaviors and develop techniques to deescalate confrontational situations. In addition, health care professionals will be able to identify their personal confrontational style and response types, with a specific focus on providing resources through interactive group sessions to help develop necessary assertive skills to the process.

To register or for further information contact:

Annemarie Halfpap, 937-775-8248 • donna.halfpap@wright.edu
Center for Healthy Communities
For map & directions go to:
http://www.med.wright.edu/ctx/programs/hlmvtrainings.htm

Continuing Education

3.5 contact hours provided for nurses:
Sinclair Community College (OH-101/7-1-12) is an approved provider of continuing nursing education by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
3.5 contact hours have been approved for social workers and counselors: Ohio Counselor, Social Work and Marriage and Family Therapist Board. Approval # MCS120902.

$10 fee for continuing education credits. There is no charge for attendance only. Space is limited, so call to reserve a place.
Registration opens Oct. 26, 2009 • RSVP by Dec. 1, 2009 • 937-775-8248