



This live webinar will address the following:

- Using a trauma-informed approach to promote safety, trust, choice, collaboration, and empowerment
- Non-verbal communication and environment to de-escalate conflict and promote a sense of safety
- Recognizing escalation stages and triggers
- Safety protocols and escalation pathways
- Communication frameworks and brief practical scripts for successful, evidence-based ways to de-escalate conflict and begin to promote trust and resolution
- Ways to repair relationships after an incident
- How staff well-being, supervision, and vicarious trauma affects responses to complaints
- The importance of timeliness and follow up
- Ways to measure and improve complaint resolution

Case scenarios will be included in the webinar. Resident and family complaints and situations with angry residents and family members will be discussed. We will address responses that de-escalate the conflict and promote feelings of trust and connection, as well as responses that escalate the situation and promote further anger and negative reaction.

TURNING CONFLICT INTO CONNECTION: EFFECTIVE COMPLAINT RESOLUTION IN LONG TERM CARE

PRACTICAL TOOLS TO DE-ESCALATE CONFLICT, RESOLVE COMPLAINTS, AND BUILD LASTING TRUST

LIVE ZOOM TRAINING FOR SOCIAL WORKERS, ADMINISTRATORS, AND NURSING SUPERVISORS

THURSDAY, NOVEMBER 20TH
1:00-4:15 PM (includes a 15 min break)

3 CEU's for Social Workers, Nurses, and Nursing Home Administrators
Cost - \$60

KATHY YOSTEN, LICSW, PIP

kathyyosten@gmail.com

334-703-1533

Kathyyosten.com

Sign up today at kathyyosten.com; click on Upcoming Events and scroll down to Registration Page.
Email if you have any questions!