

De-escalating Consumer Behaviors in Traditional and Nontraditional Health Care Settings

Satellite Conference and Live Webcast
Monday, March 30, 2015
1:00 – 3:00 pm Central Time

Faculty:

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Objectives:

1. Explain ground rules and how to set appropriate boundaries with patients and clients
2. Identify different communication styles when working with aggressive personalities in private and professional settings
3. Discuss interpersonal skills that are needed when providing services to disruptive groups
4. Address different types of behaviors that require de-escalation in clinics, social service agencies and disaster settings

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Questions:

Technical or related to conference details: 334-206-5618 or alphn@adph.state.al.us

Subject matter before or during broadcast: 1-800-946-6307 or alphnquestions@adph.state.al.us

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