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CEU Creations Presents:

CEs for a Cause

THURSDAY, APRIL 11, 2024

5:00 - 6:30 PM	Check-In/Networking/Dinner
6:30 - 8:30 PM	CEU Presentation
8:30 PM	Closing/Evaluations

His Hands Church
550 Molly Lane, Woodstock, GA

FREE 2-Hour CE Training & Dinner!

Words Matter: Conflict Resolution and Improv Techniques



Jason Lesandrini, PhD, FACHE, LPEC, HEC-C , Medical Ethicist; Assistant Vice President of Ethics, Advance Care Planning and Spiritual Health at a major Atlanta Health System; Adjunct Faculty, Mercer University

- **Communication tips, practical tools, improv for de-escalation, and so much more!**
- **Jason Lesandrini, PhD, FACHE, LPEC, HEC-C, Medical Ethicist**

2 CREDIT HOURS APPROVED FOR:

- **Social Workers**
  ASWB ACE – 2 CE Credits
  New York State Education Department's State Board for Social Work – 2 Contact Hours
- **Case Managers**
  CCMC – 2 Contact Hours
- **Nurses**
  California Board of Registered Nursing – 2 Contact Hours
- **Counselors**
  NBCC ACEP – 2 Contact Hours
  NY State Education Department's State Board for Mental Health Practitioners – 2 Contact Hours

Attendance or applied credit certificate available for other credentials.
Please make sure to check with your own state board to ensure transferability of CE credit.

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Words Matter: Conflict Resolution and Improv Techniques

Helping professionals serve on the front lines in every practice setting, dedicating themselves to assisting others in the most challenging and uncertain circumstances. In addition, helping professionals are often called upon to be the bearer of bad news or to have extremely difficult, complex conversations with many different people, and are many times "caught in the line of fire". It is essential that clinicians acquire the skills and techniques necessary to de-escalate tense situations. Medical ethicist, Jason Lesandrini, PhD, FACHE, LPEC, HEC-C, will summarize conflict resolution and improv strategies that lead to enhanced communication and de-escalation. Using real-life case scenarios, Dr. Lesandrini will explore through role-play and other interactive teaching strategies how to use improv techniques to de-escalate situations.

By the end of the session, the participant will be able to:

1. Identify communication strategies and tools to diagnose and diffuse escalated situations.
2. Summarize the basic tenets of improv and how it can lead to enhanced communication
3. Restate at least 2 maxims of mediation

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Presenter Bio



Jason Lesandrini, PhD, FACHE, LPEC, HEC-C , Medical Ethicist; Assistant Vice President of Ethics, Advance Care Planning and Spiritual Health at a major Atlanta Health System; Adjunct Faculty, Mercer University

Jason Lesandrini, PhD, FACHE, LPEC, HEC-C has been the leader of the ethics department for numerous healthcare organizations. In these roles Dr. Lesandrini provides leadership and resources to promote ethical behavior and decision-making aligned with the mission, vision and values of the health systems. He is focused on building capacity through ethical decision-making and development of health system staff. Dr. Lesandrini is a faculty member for the Physician Assistant Programs at Mercer University (Atlanta Campus) and South College (Atlanta Campus), In addition, has worked as an ethics resource for numerous national professional organizations. He received a Master of Arts degree in philosophy from Georgia State University, a Bachelor of Arts degree in philosophy from Michigan State University and his PhD in Healthcare Ethics from Duquesne University in 2024.

Jason is also the founder and principal of The Ethics Architect. The Ethics Architect is an outcomes-driven healthcare consulting firm specializing in the assessment and execution of ethics programming, the creation of ethical cultures and developing ethical leaders. He is a Certified Healthcare Ethics consultant and a Leadership Professional in Ethics and Compliance. He is board certified in healthcare management as an ACHE Fellow.

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STAND Up For Seniors
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Agenda

5:00 – 6:30 PM: Registration/Networking/Dinner

6:30 – 8:30 PM: Presentation

8:30 PM: Closing/Evaluations

Seating is limited so register today!

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register online at **www.ceucreationsinc.com**

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Words Matter: Conflict Resolution and Improv Techniques

Target audience: Social workers, case managers, discharge planners, nurses, counselors, and other healthcare professionals.

SOCIAL WORKERS: CEU Creations, #1239, is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: [11/22/21-11/22/24]. Social workers completing this course receive 2 General continuing education credits.

CEU Creations, Inc. is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0616. This activity is approved for 2 Contact hours.

NURSES: 2 Contact Hours - CEU Creations is an approved provider of nursing CEs through the California Board of Registered Nursing. Provider number: CEP17905. All states retain their own licensing authority through their own boards. Please make sure to check with your own state board to ensure transferability of the CE credits.

COUNSELORS: 2 Contact Hours

CEU Creations has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6941. Programs that do not qualify for NBCC credit are clearly identified. CEU Creations is solely responsible for all aspects of the programs.

CEU Creations, Inc. is recognized by the New York State Education Department's State Board for Mental Health Practitioners as an approved provider of continuing education for licensed mental health counselors. #MHC-0199. This activity is approved for 2 contact hours.

Cancellation Policy: Registrants must cancel via email or phone at patty@ceucreationsinc.com or 770-880-9873 (contacting other staff members/leadership does not guarantee your cancellation.) No faxes or mail cancellations will be accepted.

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