



Therapeutic Communication Skills (TCS)

NYS Social Work CE Contact Hours: 4.0

NYS LMHC CE Credit Hours: 4.0

CASAC Renewal Credit Hours: none (pending)

While the majority of people with mental illness are often victims of violence, rather than the perpetrators, providers may serve a subset of individuals who exhibit aggressive and threatening behaviors. Often, these behaviors are associated with emotional dysregulation, rather than acute symptoms of psychosis or affective disorder. This behavior can engender fear and responses that may escalate crises and compromise a program's therapeutic environment and safety. When staff feel ill-equipped to serve these clients, they are more likely to have negative feelings about their job, leading to burnout and high staff turnover.

Drawing on the skills used in Dialectical Behavior Therapy (DBT), an evidenced based practice, this training is designed to help direct service staff and their supervisors develop the skills and confidence to more effectively communicate with clients. As a result, staff can guide clients on how to better manage their emotions and problem solve in more productive and less aggressive ways.

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