

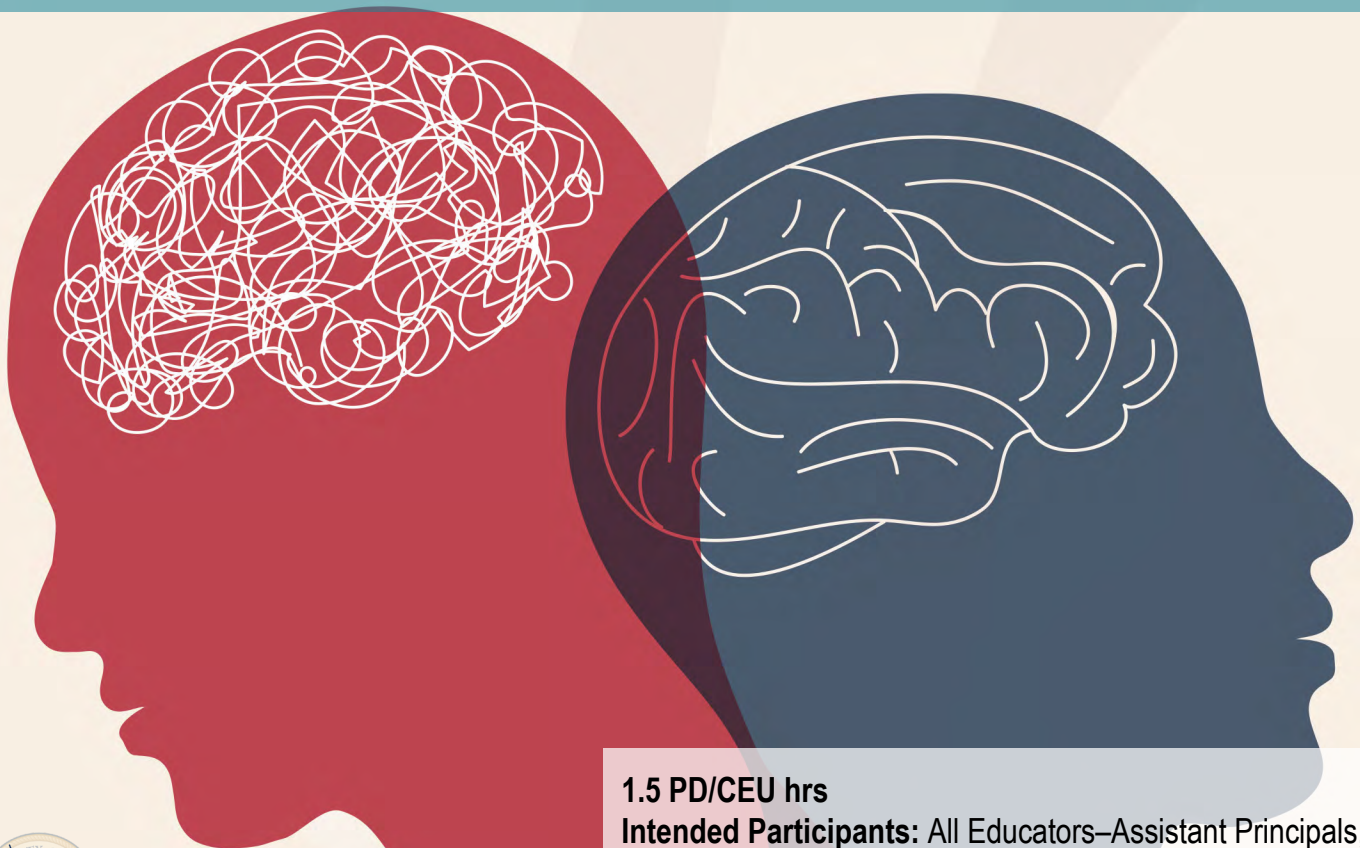
COMMUNICATION & DE-ESCALATION skills

Jan. 26, 2023
3:30-5:00 pm
Virtual

REGISTER

with Dr. Nancy Zarse, PsyD

This session presents effective communication and de-escalation skills. Learn about effective communication and robust communication strategies, with widespread application regardless of speaker, recipient, or setting. Understand the nature of crisis, its impact on communication, and effective crisis intervention. Unmask the power of active listening skills. Learn about the themes and domains of de-escalation. Examine communication barriers and sources of impasse, as well as ways to overcome them. Recognize the value of positive stress management habits on communication. Clinical examples interwoven throughout to highlight concepts. **To learn more, [click here](#).**



1.5 PD/CEU hrs

Intended Participants: All Educators—Assistant Principals, Counselors/Guidance Counselors, Principals, Social Workers