



Behavioral Health and Education Training Academy
presents

Conflict Resolution for Behavioral Health Professionals

This course meets the qualifications for 6 hours of continuing education credits for MFTs/LCSWs as required by the California Board of Behavioral Sciences (PCE 3776), CAS 5107, CAADE (CP20-828-A0311) and CAADAC (IS-98-398-0610). This training meets the requirements for California Board of Registered Nursing (CEP 15014).

To register click here: [BHETA LMS registration](#) Please note if you do not already have an account in the LMS you will need to open an account. You will need your name, program site address, work phone number and work email.
Email bheta@projects.sdsu.edu if you have any questions.

Presenter: **Renee Sievert, RN, MS, MFT**
Practicum Session: **April 13, 2010**
Time: **9:00 a.m. to 4:00 p.m.**
Location: **Point Loma Nazarene Mission Valley
4007 Camino Del Rio S.
San Diego, CA 92108**

Target Audience

All staff

Description

In view of budget cuts and the current economy, many programs may experience problems concerning attempts to be co-occurring capable and challenges in working together with tighter resources. This class will address strategies to collaborate with community partners, communicate effectively with contractors and co-workers, and to serve clients with co-occurring disorders who are in crisis. Attendees will review critical components of communication, explore options for dealing with emotionally charged situations and discover strategic responses designed to de-escalate, create mutual respect and understanding, while increasing emotional safety and encouraging freedom of expression.

Learning Objectives

Upon completion of this training participants will be able to:

- Develop a negotiation and conflict resolution style that builds healthy relationships and gains people's trust
- Identify strategies to overcome key obstacles to successful conflict resolution and crucial conversations
- Recognize the signs that indicate a situation is escalating to a crisis
- Discover how to quickly identify risk factors, assess the underlying issues and create clear steps for resolution
- Discuss appropriate responses to difficult situations while considering race, culture, and religious beliefs

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