

Behavioral Health Education & Training Academy presents



# Uncomfortable Conversations in Service Provision

**TRAINER: Steven Jellá**  
Associate Executive Director  
San Diego Youth Services

**DATE AND TIME:**  
Wednesday, June 22, 2016  
9am - 1pm

**LOCATION:**  
United Way Office  
4699 Murphy Canyon Rd.  
San Diego, CA 92123

## DESCRIPTION:

We recognize that relationship and conversation are at the heart of recovery. Despite this knowledge during the course of service provision there can arise conversations that are uncomfortable to either the service recipient or the service provider. These incomplete, avoided or even contentious conversations can create barriers that reduce the effectiveness of the therapeutic relationships we hope to build. This training will address these conversations and highlight skills and tools for working through these conversations, as well as experiential practice in using these tools.

## AUDIENCE:

Counselors, peer specialist and family support partners, BHS therapists, case managers, and other direct service providers.

## LEARNING OBJECTIVES:

Upon completion of this training participants will be able to:

- Distinguish how and when to incorporate strategies to increase engagement in potentially uncomfortable conversations
- Demonstrate the use of conversation and assessment techniques with different populations
- Explore therapist bias, prejudging, and assumption that inhibit certain conversations
- Overview of therapeutic dialogue techniques
- Identify treatment differences in conversations with conversations around different contextual variables such as Culture/ Race/ Gender Role, LGBTQI/ Sexual functioning, AOD, and DV

**REGISTRATION:** If you already have a BHETA LMS account, [click here](#) to register. If you do not already have an account you will need to open an account. Please see [Creating an Account](#) on our website for more details. Email [BHETA@mail.sdsu.edu](mailto:BHETA@mail.sdsu.edu) have any questions. This training is FREE of charge to County employees and contractors.

**CONTINUING EDUCATION:** This course meets the qualifications for 4 hours of continuing education credit for MFTs, LPCCs, LEPs and/or LCSWs as required by the California Board of Behavioral Sciences, PCE 3776. The Academy is approved by the California Board of Registered Nursing, Provider Number BRN CEP-15014; CCAPP-EI, Provider Number 1S-98-398-0816, and CAADE Provider Number CP10-906-C0317 for 4 contact hours/CEHs. The Academy for Professional Excellence is approved by the American Psychological Association to sponsor continuing education for psychologists. The Academy maintains responsibility for this program and its content.

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Behavioral Health Education & Training Academy (BHETA) is a County of San Diego Behavioral Health contracted program of the Academy for Professional Excellence, a project of San Diego State University School of Social Work

