



Central Community Network of Specialized Care

invite you to participate in an education and training opportunity
* via Videoconference (VC) *

PRESENTER

Neeraj Sharma, B.Sc.

Manager of Training and Consultation for Safe Management.

Working in developmental, mental health and health care facilities, since 1999.

CREATING AND MAINTAINING SAFE ENVIRONMENTS THROUGH EFFECTIVE VERBAL DE-ESCALATION

Description:

This workshop is provided by Safe Management Group Inc. and will be the first of a series of educational workshops designed to help participants learn how to effectively manage escalating behaviours. An important component of managing escalating behaviours is the early detection of emotional agitation and how to react to prevent a further escalation. This is commonly called verbal de-escalation. Participants will learn how to engage in active listening and use effective communication in de-escalating potentially volatile situations. Participant will also be taught to implement proven conflict resolutions skills quickly and appropriately while maintaining safety through dignity and respect.

Objectives:

- Recognize the need for emotional expression
- Develop active listening and effective communication skills
- Understand staff role in a behaviour crisis
- Prevent compassion fatigue

Tuesday, February 21, 2012, 10:00 AM to 12:00 PM

Also available via LIVE Webcast ~ session will also be archived.

Go to <http://webcast.otn.ca/>, Public Events

To register, please contact your Telemedicine Coordinator or local Community Networks of Specialized Care location.

Central Ontario Network of Specialized Care: Tony Gougeon, 705-526-0311 ext 3 tgougeon@chmidland.on.ca

Eastern Ontario Network of Specialized Care: Pete Fowler 613-548-4417, ext. 11 pete.fowler@ongwanada.ca

Northern Ontario Network of Specialized Care: Rosanne Stein, (705) 645-7478 ext. 3 rstein@handstfhn.ca

Southern Ontario Network of Specialized Care: Karen Araujo 1-800-640-4108 Ext. 2 karajujo@wgh.on.ca

Telemedicine Coordinators, please self-register at

<https://schedule.otn.ca/tsm/portal/nonclinical/details.do?request.requestId=19790254>

OTN is pleased to provide the technological infrastructure to support interactive videoconference education events. Please note that the content and opinions expressed are those of the presenters and neither of OTN nor the Community Networks of Specialized Care.