

FOUR-HOUR LIVE WEBINAR

Tue., June 21, 2022

(REGISTRATION FORM)

CRISIS DE-ESCALATION:

RESPONDING TO BULLYING, THREATS, & AGGRESSION

LIVE WEBINAR:

Tue., June 21, 2022, 5:30 PM – 10:00 PM, (Eastern Time)

or 4:30 PM – 9:00 PM, (Central Time)

or 2:30 PM – 7:00 PM, (Pacific Time)

NEW EVENING
SCHEDULE!

\$69 – Pre-Registration Rate: Live Webinar with 4 hours of CE credit.

Registrants will need a computer with a good Internet connection and audio speakers (or headphones) to participate in the live Webinar.

*Please note special discounts for homestudy purchase are available for students who are registered for webinars. Please email INR at info@biocorp.com for more information.

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Pharmacists only: NABP # _____ Date of Birth mm / dd / yy

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There are four ways to register:

- 1) **Internet:** www.INRseminars.com
- 2) **Mail:** INR, P.O. Box 5757, Concord, CA 94524-0757
(Make check payable to INR.)
- 3) **Fax:** (925) 687-0860
- 4) **Phone:** 1-800-937-6878

Inquiries for Customer Service: 1-877-246-6336 or (925) 609-2820

Purchase orders are accepted. Tax Identification No. 94-2948967

ACCREDITATION

To obtain the 4 contact hours associated with this course, the health care professional will need to sign in, attend the course, and complete program evaluation forms. At the end of the program, the health care professional successfully completing the course will receive a statement of credit. This is an intermediate-level course.

NURSES (RNs, NPs, & LPNs)

Institute for Natural Resources (INR) is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

This program provides 4 contact hours for nurses. INR has been accredited as a continuing education provider by the Florida Board of Nursing (#50-3026), the Iowa Board of Nursing (#288) for 4 contact hours, and the California Board of Registered Nursing (CEP #06136) and the Kansas Board of Nursing (#LT0140-0927) for 4.8 contact hours.

DENTAL PROFESSIONALS

INR is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. INR designates this activity for 4 hours of continuing education credits.

PHARMACISTS

Institute for Natural Resources is accredited by the Accreditation Council for Pharmacy Education (ACPE) as a provider of continuing pharmacy education. The ACPE universal activity number (UAN) for this course is 0751-0000-20-085-L04-P. This is a knowledge-based CPE activity.



REGISTERED DIETITIANS & DTRs

INR, under Provider Number IN001, is a Continuing Professional Education (CPE) Accredited Provider with the Commission on Dietetic Registration (CDR). Registered dietitians (RDs) and dietetic technicians, registered (DTRs) will receive 4 hours worth of continuing professional education units (CPEUs) for completion of this program/materials. Continuing Professional Education Provider Accreditation does not constitute endorsement by CDR of a provider, program, or materials. CDR is the credentialing agency for the Academy of Nutrition and Dietetics. This course has Activity Number 158389 and Performance Indicators: 4.2.1, 4.2.8, 7.1.1, and 7.1.3 CPE Level: I.



MENTAL HEALTH COUNSELORS & PSYCHOLOGISTS

Institute for Natural Resources has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 7156. Programs that do not qualify for NBCC credit are clearly identified. Institute for Natural Resources is solely responsible for all aspects of the programs.



Under Sponsor # 0008989 and Approval # 60007947388, CRCRC has approved this course for 4 contact hours. Institute for Natural Resources (INR) is recognized by the NY SED State Board for Mental Health Practitioners as an approved provider of continuing education for licensed mental health counselors, #MHC-0089. Under Sponsor #197-000240, the Illinois Dept of Prof Regulation has approved INR as a CE sponsor for professional/clinical counselors. INR is approved by the NAADAC Approved Education Provider Program, Provider #182846. Under CE Broker #50-3026, INR is an approved provider by the Florida Board of Psychology. The Institute for Natural Resources (INR) is approved by the CPA OPD to sponsor continuing professional education for psychologists. INR maintains responsibility for this program and its content. Psychologists must attend the seminar in its entirety and complete the course evaluation in order to receive credit. Under License #PSY000214, the Pennsylvania Board of Psychology has approved INR as a sponsor/provider of CE programs. Under Sponsor #268.000096, the Illinois Dept of Prof Regulation for Psychologist Licensing and Disciplinary Board has approved INR as a CE sponsor. Institute for Natural Resources (INR) is recognized by the NY SED State Board for Psychology as an approved provider of continuing education for licensed psychologists #PSY-0042.

SOCIAL WORKERS & MARRIAGE & FAMILY THERAPISTS

Institute for Natural Resources, #1356, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Institute for Natural Resources maintains responsibility for this course. ACE provider approval period: 02/28/2022–02/28/2025. Social workers completing this course receive 4 clinical continuing education credits. Institute for Natural Resources (INR), SW CPE is recognized by the NY SED State Board for Social Work as an approved provider of continuing education for licensed social workers #0195. The California Board of Behavioral Sciences will accept courses approved by ASWB. Under Sponsor #159-000260, the Illinois Dept of Prof Regulation has approved INR as a sponsor of continuing social work education. This course "Crisis De-Escalation," Approval #210305-1140 provided by INR, is approved for continuing education by the New Jersey Social Work Continuing Education Approval Collaborative, which is administered by NASW-NJ. CE Approval Collaborative Approval Period: 09/01/20 through 08/31/22. New Jersey social workers will receive four (4) general CE credits for participating in this course. Institute for Natural Resources (INR) is recognized by the NY SED State Board for Mental Health Practitioners as an approved provider of continuing education for licensed marriage and family therapists. #MFT-0055. Under Sponsor #168.000243, the Illinois Dept of Prof Regulation has approved INR as a CE sponsor for marriage and family therapists. Under CE approval #NVCEP2021, the Nevada Board of Examiners for MFT and CPC has approved INR as a sponsor.

OCCUPATIONAL THERAPISTS & OTAs

INR is an AOTA Approved Provider of continuing education. Provider #5347. INR has assigned 0.4 AOTA CEUs for this course. The category of this course is Foundational Knowledge. The assignment of AOTA CEUs does not imply endorsement of specific course content, products, or clinical procedures by AOTA.

PHYSICAL THERAPISTS & PTAs

The Florida Physical Therapy Association has approved this course for 4 contact hours (Approval #CE 22-792114). Accreditation of this course does not necessarily imply the FPTA supports the views of the presenter or the sponsors. INR is recognized as an approval agency to approve providers

ACCREDITATION (cont.'d)

offering continuing competency courses by the Physical Therapy Board of California. This course has been approved by the Institute for Natural Resources (INR) for 4 continuing competency units. The New York State Dept of Education has approved INR as a sponsor of continuing physical therapy education. Under Sponsor #216-000264, the Illinois Dept of Prof Regulation has approved INR as a sponsor for continuing physical therapy education.

CASE MANAGERS

This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to Certified Case Managers (CCMs).

NURSING HOME ADMINISTRATORS (Distance Learning)

This program has been submitted for Continuing Education through NAB/NCERS for 4 total participant hours from NAB/NCERS. Please visit <https://www.nabweb.org/continuing-education> and choose "NAB Approved CE Database" for the most current approved courses.

MASSAGE THERAPISTS

Institute for Natural Resources is approved by the National Certification Board for Therapeutic Massage & Bodywork (NCBTMB) as a continuing education Approved Provider, Provider #299936-00, and is also sponsored by NCBTMB to teach New York LMTs continuing education that is accepted by the State of New York for license renewal.



OTHER HEALTH PROFESSIONALS

Participants successfully completing this course will receive course completion certificates. For rules governing continuing education credit, participants should contact their respective regulatory boards.

(A 4-HOUR LIVE INTERACTIVE WEBINAR)

SCHEDULE

Please see the Registration Form for the seminar schedule.

Please register early. Space is limited. Registrations are subject to cancellation after the scheduled start time. A transfer can be made from one Webinar to another if space is available. Registrants cancelling up to 72 hours before a Webinar will receive a tuition refund less a \$25.00 administrative fee or, if requested, a full-value voucher, good for one year, for a future Webinar. Cancellation or voucher requests must be made in writing. If a Webinar cannot be held for reasons beyond the control of the sponsor (e.g., acts of God), the registrant will receive free admission to a rescheduled Webinar or a full-value voucher, good for one year, for a future Webinar. A \$25.00 service charge applies to each returned check. Nonpayment of full tuition may, at the sponsor's option, result in cancellation of CE credits issued. The syllabus is not available for separate purchase. A \$15.00 fee will be charged for the issuance of a duplicate certificate. Fees subject to change without notice.

SPONSOR

INR (Institute for Natural Resources) is a non-profit scientific organization dedicated to research and education in the fields of science and medicine. INR is the nation's largest provider of live continuing education programs, offering over 600 live seminars yearly.

INR has no ties to any commercial organizations and sells no products of any kind, except educational materials. Neither INR nor any instructor has a material or other financial relationship with any health care-related business that may be mentioned in an educational program. If INR were ever to use an instructor who had a material or other financial relationship with an entity mentioned in an educational program, that relationship would be disclosed at the beginning of the program. INR takes all steps to ensure that all relevant program decisions are made free of the control of a commercial interest as defined in applicable regulatory policies, standard, and guidelines. INR does not solicit or receive gifts or grants from any source, has no connection with any religious or political entities, and is totally supported by its course tuition.

INR's address and other contact information follows:

P.O. Box 5757, Concord, CA 94524-0757

Customer service: 1-877-246-6336 or (925) 609-2820

Fax: (925) 687-0860

E-Mail: info@inrseminars.com; website, www.INRseminars.com

Tax Identification Number 94-2948967.

Education expenses (including enrollment fees, books, tapes, travel costs) may be deductible if they improve or maintain professional skills. Treas. Reg. Sec. 1.162-5. Recording of the seminar, or any portion, by any means is strictly prohibited. INR's liability to any registrant for any reason shall not exceed the amount of tuition paid by such registrant.

For American Disability Act (ADA) accommodations or for addressing a grievance, please send the request by email to info@inrseminars.com or by fax to (925) 363-7798. For ADA matters (including sign-language interpreters), INR would appreciate advance notice so as to ensure our ability to provide the appropriate accommodation.

CRISIS DE-ESCALATION: RESPONDING TO BULLYING, THREATS, & AGGRESSION

Frequently Asked Questions

Q: What do I have to do to complete the live Webinar successfully?

To obtain the 4 contact hours associated with this course, the health professional will need to sign-in (by typing in the chat-box), attend the course online, and complete the program evaluation form and post-test electronically. At the end of the program, after all the evaluation and post-tests are accounted for, the health professional successfully completing the program will receive a statement of credit. This will take approximately 3 to 5 business days. This is an intermediate-level course.

Q: How will I know that my profession qualifies for continuing education credit?

Please see the section marked Accreditation. All professions for which INR (Institute for Natural Resources) has approval are listed in the Accreditation section.

Q: What happens if I have technical difficulties watching or hearing a Webinar?

You can transfer the tuition paid to another Webinar within two years or request a recording within 3 to 5 days to complete the webinar ASAP for live credit.

Q: My profession is not listed on the brochure. Is it possible to obtain continuing-education credit?

Possibly. Please contact INR's customer-service office at 1-877 246-6336 or by email at info@biocorp.com. The customer-service office can tell you if INR has approval for your profession.

COURSE SUMMARY

Health care professionals are more likely to experience injury and violence at work than other professions. Adding insult to injury, they also have to contend with **bullying and incivility** on a daily basis. Too many health care professionals feel they must accept these harmful, often dangerous disruptions as simply part of their job description. Too often, that acceptance of the status quo perpetuates a toxic work environment leading to a trajectory of chronic stress, depression, and burn-out. This course examines a multiplicity of factors that promote workplace bullying, threats, and aggression—how they arise, and what perpetuates them. The **good news** is that workplace aggression and bullying can often be controlled when approached strategically using common sense evidence-based methods of mitigating entrenched institutional behaviors.

Disclaimer: These live interactive INR presentations provide continuing education for health care and mental health professionals with the understanding that each participant is responsible to utilize the information gained in an appropriate manner congruent with his/her/their scope of licenses.

PROGRAM/LECTURE

HOOR 1

- **Workplace Violence and Conflict in Health Care:** Hostility, Harassment, and Injury.
- **Bullying, Threats and Aggression:** Endemic Problems and Proactive Solutions.
- **Lateral Incivility and Burn Out:** Using Cognitive Rehearsal to Train New Nurses.
- **What is Crisis Intervention?** Personal Safety, Patient Care, and Appropriate Intervention.
- **Video Demonstration—The Zone of Protection:** Threat Perimeter and Maintaining Distance.
- **Stress, Chronic Stress, and Illness:** The Good, The Bad, and The Ugly.
- **Video Demonstration—The Protective Profile:** Keeping Safe and Staying Ready at All Times.
- **COVID-19 and Stress:** Continuous Traumatic Stress and Caregiver Compassion Fatigue.
- **Exercises:** Diaphragmatic Breathing, Power Breath.

HOOR 2

- **Mindfulness-Based Interventions:** Incorporating Stress Reduction into Your Life and Work.
- **Proxemics:** Territory and Personal Space—Clinical, Personal, and Cultural Imperatives.
- **Nonviolent Self-Defense:** Physical Crisis Intervention and De-Escalation Training.
- **Video Demonstration— Evading and Retreating:** Creating Space to for Personal Safety.
- **Four Levels of Awareness:** Our Waking States—Unmindful, Aware, Cautious, and Alarmed.
- **Video Demonstration—The Dodge:** Dealing With a Client in Your Personal Space.
- **Exercises:** S.T.O.P. Look and Listen, Mindful Movement, 4-7-8 Breath.

HOOR 3

- **The Crisis Cycle:** It's Never "Out of the Blue"—The Stages of Escalating Aggressive Behavior.
- **Stress and Performance:** Controlling the Freeze, Flight, Fight, & Fright Response.
- **Understanding and Controlling Fear:** Turning Potential Threats into Challenges.
- **Video Demonstration—Repelling:** When a Client Physically Engages Staff.
- **Nonverbal Communication:** The Language of the Body—How to Read It, How to Project It.
- **Video Demonstration—Force Deflection:** Warding-Off Blows & Incursions Into Intimate Space.
- **Exercises:** Tactical Breathing, Progressive Muscle Relaxation, 5x5 Breathe & Focus.

PROGRAM (con't)

HOOR 4

- **Video Demonstration—Disengaging & Escaping:** Releasing from Seizures and Holds.
- **Nonviolent Communication:** Expressing Wants and Needs, and Negotiating Outcomes.
- **Video Demonstration—Controlling and Restraining:** Physically Containing and Subduing.
- **Team Intervention:** Establishing Procedures and Guidelines for Coordinated Group Response.
- **Responding to Weapons in Crisis Incidents:** Intruder and Active Shooter Scenarios.
- **Exercises:** Mindfulness Meditation—Focusing on the Breath.

Evaluation, Questions, and Answers

LEARNING OBJECTIVES

Participants completing this course will be able to:

- 1) describe the problem of incivility, bullying, and harassment in the health care workplace.
- 2) cite various effects of stress and anxiety on performance and controlling the freeze, fight, flight, or fright response.
- 3) identify pandemic-related continuous traumatic stress and caregiver compassion fatigue.
- 4) define the crisis cycle as it pertains to the arousal and development of disruptive behavior.
- 5) outline steps for intervening verbally and non-verbally with an individual in crisis.
- 6) describe the role of body language and awareness in de-escalating fear and aggression.
- 7) list physical measures used to keep safe in a crisis situation.
- 8) define strategies for team intervention for nonviolent crisis management.

INSTRUCTOR

Kent Howard (MA, MBSR-Certified) is an internationally known writer, educator, and instructor of traditional Asian health maintenance practices including tai chi, qigong, Taoist yoga, meditation, and mindfulness stress reduction. He has taught in three universities and was an instructor and board member at the former National College of Oriental Medicine. He is the author of several books and videos and has taught tai chi and mindfulness on a cable network. Mr. Howard spent 12 years living in Taiwan where he researched Chinese traditional medicine, philosophy, martial arts, and contemplative practices. He also teaches workshops in crisis intervention and is a master instructor of Nonviolent Self-Defense.

INR reserves the right to change instructors without prior notice. Every instructor is either a compensated employee or independent contractor of INR.