

Registration Form

The Importance of Effective Communication

Nonviolent Communication Techniques

October 25, 2022: 9am-12:15pm

Registration deadline: October 21

Call or email Kelsey Haus by
October 21 to confirm registration.

Please Print

\$40 for CEUs **\$20 without CEUs**

Name _____

Address _____

Phone _____

Email _____

Agency _____

Profession (LSW, LISW, RN, etc.) _____

License No.* _____

Required for Social Workers

Payment must accompany your registration.
Make check payable to & mail to:

**Area Agency on Aging, PSA 2
Attn: Fiscal Department/CEU Training
40 W. Second Street, Suite 400
Dayton, OH 45402**

NOTE: \$20 fee for returned checks.

Area Agency on
Aging, PSA 2
40 W. 2nd St., Suite 400
Dayton, OH 45402
(937) 341-3000



Area Agency on Aging

The Resource on Aging
info4seniors.org
937-223-HELP

Funded, in part, by a Title III grant from the
Ohio Department of Aging. The Area
Agency on Aging, PSA 2 is non-
discriminatory in services and employment.

The Importance of Effective Communication

Nonviolent
Communication
Techniques

October 25, 2022
9am-12:15pm
Online via Zoom
3.0 CEUs

Sign-in required between 8:30am
and 9:00am.



Area Agency on Aging

**Area Agency on Aging, PSA 2
Continuing Education Workshop**



Presenter:

Karen Kruzan, LISW-S, CPO-CD, has spent over 30 years helping adults use practical, comforting and gentle methods to overcome life barriers. She is a psychotherapist, professional organizer, published author, national speaker and owner of Twin Brooks. She lives by the Twin Brooks tagline, "**No Judgement. Just Relief.**"

Objectives:

- Increase understanding of the escalation process.
- Identify the behaviors that bother us most.
- Understand what is going on within us when we are triggered.
- Learn practical strategies to reduce our reactions and respond professionally to others.

Purpose:

Working with others, particularly people under stress, can set the stage for conflict. In the helping professions, we often find ourselves struggling with stressful situations, whether that be tension with a consumer, an issue within the consumer's family dynamic, or a simple miscommunication. With this, it is common to find ourselves frustrated with the people we are trying to work with.

Attendees will gain a better understanding of what leads to rising tensions in communication and why people may become triggered. Additionally, attendees will have the opportunity to learn and practice calming techniques and alternative communication strategies to assist in positive, nonviolent communication.

Questions:

Questions can be directed to **Kelsey Haus** at khausa@info4seniors.org or **937-341-3020**.



Cancellation:

Cancellation for refund must be received no later than October 21.



Future Workshops:

Visit our website for information on future training opportunities. You may also register to receive email notifications when new brochures are posted.
www.info4seniors.org



Continuing Education:

- 3.0 clock hours for social workers, #RSX089101
- The Ohio Board of Nursing accepts events approved for counselors and social workers for continuing nursing education.

All registrants who require CEUs are required to sign in. Late arrival or leaving early results in time modification of CEU certificate.

This workshop takes place on Zoom. A link and any handouts will be emailed the day before the workshop. Attendance is required for CEU credit.