

Welcome!



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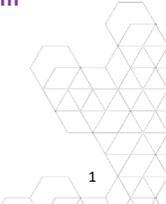


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Event Page:
<https://militaryfamilieslearningnetwork.org/event/79966/>



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Welcome!



Latest Podcast

PCS Caregiving. Features unique caregiver issues, tips, strategies, resources, & subject matter experts.



Recording Available

Communication Power Moves:
Pt. II Working with Difficult Clients



Upcoming Event

Surmounting Social Isolation & Loneliness: Mindfulness Meditation
October 21, 2020



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Communication Power Moves: Pt. II Working with Difficult Clients



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Continuing Education

This webinar has been approved to offer continuing education credit. Please stay tuned for more information!



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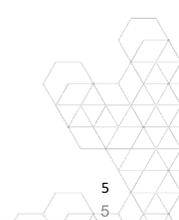
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Today's Presenter



Jeffrey Hanna, Ph.D., DSW, LCSW, ACSW

*Teaching Assistant Professor
School of Social Work
West Virginia University*



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Part II: Working with Difficult Clients

Dr. Jeffrey P. Hanna DSW, LCSW, ACSW

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Objectives

- 1 Identify the key notions of how to use the crisis prevention intervention (CPI), handle through care, and verbal judo methods.
- 2 Increase active listening/responding, mirroring, and developing a holding environment skills.
- 3 Practice skills through the use of case study presentations.

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Introduction of Case Studies

**All identifying factors were changed to preserve confidentiality.*

- A married couple come in for their first session. The information that was received prior to the assessment was marital problems. The military assignment (recruiter) of the husband is part of the issue.
- You meet in your office to perform case management services, the person that you are meeting does not trust you and becomes agitated easily.
- You are making a follow up call to check-in on the person you are working with and they become emotional and accuse you of not doing your job.

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The methods of skills discussed in this webinar,

Going over the verbal de-escalation of the programs

These are similar in many ways, but do have variations.

CPI, Handle with Care, Verbal Judo

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Who Uses These Techniques?

- CPI: Healthcare and mental health facilities. (<https://www.crisisprevention.com/Who-We-Serve/Behavioral-Health-Professionals>)
- Handle with Care: Used in adult mental health settings, an adaptation to traditional restraints that causes more patient empowerment and safety. (<https://handlewithcare.com/our-philosophy/>)
- Verbal Judo: Policing, Adult Correctional Facilities, Juvenile Correction Facilities (Thomson & Jenkins, 2013).

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CPI uses more assertion of what to do in order to not have negative consequences.

2
Handle with Care uses a strengths based approach to encourage positive behaviors.

3
Verbal Judo is criticized for the manipulation and power/control differential.

Comparison

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Typical Escalation

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Take Away from the Video

- Person feels as though they are getting negative responses not due to a system, rather negative responses are due to individuals. (finding individual truth).
- Power of the group: Unconscious encouragement
- The fight is a lot of noise with no accomplishment
- Resentment Builds

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Developing a Holding Environment

(Winnicott, 1971)

We are a team

Consistency

Concern

Celebration

Transference/Countertransference
Why do certain topics and people activate emotions?

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Active Listening & Reflective Responding

Active Listening

- Hearing beyond the words
- Identifying tonality
- Connecting to energy behind the words.

Reflective Responding

- Respond with a reflection of what you heard (restating the comment does not work)
- Choosing your words to change the narrative.

(Weger, Castle-Bell, Minei, & Robinson, 2014)

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(Ellis & Harper, 1975)

Would

Should

Could

Leave those words out through mirroring.

**Identify Judgement & Connection
to Truth**

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Case Studies

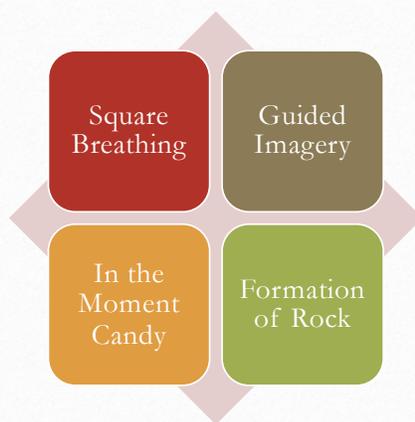
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Grounding Techniques



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References

- Ellis, A & Harper, R. A. (1975) A Guide to Rational Living. Wilshire, Chatswoth, CA.
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- Winnicottm D.W. (1971) Playing and Reality. Tavistok, London
- Websites
 - <https://handlewithcare.com/our-philosophy/>
 - <https://www.crisisprevention.com/Who-We-Serve/Behavioral-Health-Professionals>
 - <https://liberationist.org/21-simple-mindfulness-exercises-to-improve-your-focus/> *(*No endorsement of company reference to possible skills.)*

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Evaluation & Continuing Education



This webinar has been approved for the following continuing education (CE) credits:

- **Social Work, LPC, LMFT:** 1.0 CE from the University of Texas at Austin, Steve Hicks School of Social Work for social workers, LPCs, and LMFTs
- **Board Certified Patient Advocates:** 1.0 CE from the Patient Advocate Certification Board to Board Certified Patient Advocates (BCPA)
- **Certified Family Life Educators (CFLE):** This program has been approved by the National Council on Family Relations (NCFR) for 1.0 CE credit for CFLE.
- **A certificate of completion**

Evaluation Link

Go to the event page for evaluation and post-test link.

[Continuing Education](#)

Questions?

Email Rachel Brauner:
rbrauner@ag.tamu.edu

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Upcoming Event

DISASTER AND HAZARD **READINESS** FOUNDATIONS

SEPTEMBER 16 | OCTOBER 28 | NOVEMBER 18

MilitaryFamiliesLearningNetwork.org/MFRA2020/



The inaugural Military Family Readiness Academy series, Disaster and Hazard Readiness Foundations, focuses on the unique needs of military families in the context of disaster and hazard readiness.

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Upcoming Event

Surmounting Social Isolation & Loneliness: Mindfulness Meditation



October 21, 2020

11:00 a.m. – 12:00 p.m. EDT

Event Page: <https://militaryfamilieslearningnetwork.org/event/85650/>

This session explores the differences between social isolation and loneliness, the potential risks to our personal and relational health, and provides tips for how to effectively cope and manage.

Continuing education credit will be available for this webinar!



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