

Cultural Competency

CGF Designation

ADDRESSING CHALLENGING BEHAVIORS AND PROBLEM-SOLVING/DECISION-MAKING PROCESS

DATE & TIME: February 12, 2019

9:00AM - 4:00PM

All registration is completed on the Learning Net prior to the training. Sign-in begins 30 minutes prior to the training time. All participants must arrive during the sign-in period. Late arrivals will not be admitted.

PLACE: Doubletree by Hilton
120 S. Los Angeles St., Thousand Cranes
Los Angeles, CA, 90012

\$12.00 Self-parking

PARKING:

This training will cover issues/concerns associated with difficult behaviors among adult consumers including objectively identifying behaviors, contributing factors, and specific techniques for addressing such behaviors. The Problem-Solving/Decision-Making technique will be presented as an effective strategy for addressing factors associated with but not limited to one's: reaction, interpretations, speculations, and perceptions. The presenter will also focus on de-escalating hostile behavior.

TARGET AUDIENCE: AB109 Program staff, Men's & Women's Community Reintegration Program staff, Mental Health Court Linkage Program Staff.

OBJECTIVES: As a result of attending this training, participants should be able to:

- 1) Explain the differences between behaviors vs. labels.
- 2) Identify many of the causes of difficult behavior.
- 3) Identify specific methods/strategies to address difficult behavior.
- 4) Apply consumer-centered communication skills to constructively address conflicts with special needs populations and individuals with varying culturally based values/beliefs.
- 5) Utilize the Problem Solving/Decision Making chart with consumers.
- 6) Implement methods to work with consumers who are exhibiting manipulative behaviors.

CONDUCTED BY: Ervin Munro, M.S., Trainer/Consultant

COORDINATED BY: Scott Langer, Training Coordinator

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DEADLINE: February 5, 2019

**CONTINUING
EDUCATION:
COST**

**6 hours for BBS, BRN, CCAPP-EI
CE for Psychologist
NONE**

DMH Employees register at:
<http://learningnet.lacounty.gov>

Contract Providers register at:
<https://goo.gl/forms/wxtMMiGRTtawOGO22>