

## Verbal Judo De-Escalation Series

November 5, 12, 19, 26 & December 3 & 10 2024

12:00 pm-2:30 pm

Webinar

This five-part webinar series will enable learners to improve the interpersonal and verbal skills needed to prevent and/or de-escalate conflict situations. The goal is to generate voluntary compliance from people at their worst by means of verbal persuasion.

### Objectives:

- How to learn to control their own emotions and stress responses in difficult situations
- How to apply proven techniques to calm challenging individuals, and people who are not a clear rational mind, but in need of help.
- What key elements are needed to persuade people and change behavior
- How to use empathy to identify what motivates individuals and leverage that knowledge to create the conditions for sustained compliance/cooperation/collaboration
- How to identify, acknowledge, and subdue escalating emotion in others

### Who Should Attend: All Staff

Instructor: Latisha L. Balogh-Robinson, RN, RA, CPXP

### Continuing Education: Clock Hours: 16.0

*This workshop is designed to meet the continuing education requirements for the MN Board of Nursing. It is the responsibility of the nurse to determine whether these activities meet the current criteria for continuing education.*

### Registration Fees

Medi-Sota Members: \$375/Facility

Non-Medi-Sota Members: \$500/Person

**Register [HERE](#)**

Please note this workshop is for Remote Participation.

Prior to the program, you will receive an email with any additional course information. Registration Deadline: November 4th at 5 pm ensures all registrants will receive course information & any materials in a timely manner.

If you should have any questions contact Alyssa Christianson at [achristianson@medi-sota.org](mailto:achristianson@medi-sota.org)

*Medi-Sota, Serving Rural Health*

*Cancellations must be made no later than 15 business days prior to the start of the course. The full course fee will be charged if cancellation is made in less than 15 business days. Full refunds will be given for all classes cancelled by Medi-Sota. Registration is transferable to another person.*