

our role to teach and model emotional regulation and de-escalation skills to our clients. This workshop will introduce information about how emotional situations escalate to a crisis level, how to prevent this from happening, and how to effectively de-escalate a crisis situation once it has occurred. The ability to do this, as an individual and as a team member, is critical in order to maintain the safety of workers, clients, and observers.

Objectives:

- How they are hard-wired to respond to a perceived threat in a crisis situation and how to practice skills which allow for management of their response
- How to recognize the signs of an escalating situation
- Techniques designed to prevent a crisis and de-escalate one if it occurs
- Techniques that are useful in both one-on-one and team responses
- The importance of modeling appropriate response to distressing situations
- Techniques for providing person-centered, respectful crisis intervention with the populations served in professional practice

12:15-1:00 p.m.

Lunch

Grilled Marinated Chicken Breast Sandwich topped with Prowolone Cheese, Lettuce, Tomato, and Garlic Mayo on an Egg Bun with Potato Chips and Fresh Fruit Beverage of Coffee, Decaf, Herbal Tea, Raspberry Iced Tea or Milk

1:00 - 4:00 p.m.

Continue Crisis Intervention and De-escalation Skills

4:00 p.m.

Closing, Evaluations, Certificates

About the Speakers

Rob Bell, Certified Speaking Professional

Rob Bell is the perfect combination of educational know-how, professional experience and humor for a speaker. His presentations are high-energy and feature real-life anecdotes, which are as fun as they are meaningful. Drawing on more than 25 years of experience in leadership roles, customer service, and training, Rob makes it simple, clear and FUN to improve customer service and gain leadership skills.

Rob began teaching his Customer Service and Communication Techniques early in his tenure as the Personnel Development Fabricator & Training Director for Dick's Supermarkets, Inc. He is "a recovering CPA" who worked as the Accounting Manager for a large transportation company before becoming Dick's Supermarkets' go-to guy for education. He has also worked as an auditor, and an adjunct instructor at the University of Wisconsin-Platteville.

Rob has earned the prestigious designation of Certified Speaking Professional (which has been awarded to less than 650 people in the world). Rob was the 2011-2012 president of the National Speakers Association-Wisconsin Chapter as well as the author of the book, "Beyond Paper or Plastic - 8 Items or Less to Remarkable Service."

His insight on both external and internal customer service rings true to all who hear him. Participants leave Rob's presentations "tired up" and supplied with the techniques they need to meet and exceed customer and organization expectations. He truly is the Bell you "ring for service."

Karen Aspenson, MSW, SAPSW

Karen Aspenson has extensive experience in providing services to individuals living with brain disorders and their support systems. She has experience in vocational, residential, advocacy, program development, curriculum development, and outreach.

Ms. Aspenson served as the Executive Director of NAMI Fox Valley for eight years and, in that role, served on numerous committees and boards whose missions were to improve the quality of life for individuals living with brain disorders, especially in regards to policy change within the criminal justice system.

Along with a law enforcement partner, Ms. Aspenson brought the nationally awarded CIT (Crisis Intervention Team) training for law enforcement officers to Wisconsin. She helped develop the partner training, CIT (Crisis Intervention Partner) training for those who partner in service with the criminal justice system.

Most recently, Ms. Aspenson completed a two-year pilot program as the only certified RCI REACH (Roslynym Carter Institute's Resources for Enhancing Alzheimer's Caregiver Health) Caregiver Coach in Wisconsin, supported by the Fox Valley Memory Project and Mosaic Family Health in Appleton.

Wisconsin Nursing Home Social Workers Association, Inc.

Spring Workshop 2018

*How to Wow Service Excellence
Teamwork Makes the Dream Work
Crisis Intervention and De-escalation Skills*

April 13, 2018

Holiday Inn Hotel & Suites
1000 Imperial Avenue
Wausau/Mosinee, Wisconsin 54455
715-355-1111 or 888-272-2792

Social Workers Association, Inc.
Spring Workshop 2018

Social Workers Association, Inc.
Wisconsin Nursing Home

The Wisconsin Nursing Home Social Workers Association, Inc. Annual Spring 2018 Workshop is planned for Friday, April 13, 2018 at the Holiday Inn Hotel & Suites in Wausau, Wisconsin.

A board meeting is planned for Thursday evening, April 12, 2018 at 6:00 p.m. Members are invited and encouraged to attend the meeting.

Audience

Wisconsin Nursing Home Social Workers Association is designed for social workers, social work staff, and other long term care professionals.

Continuing Education Credit

The Wisconsin Nursing Home Social Worker Association, Inc. maintains responsibility for the program. This program has been approved by NASW-WI for six (6) continuing education clock hours.

Hotel Information

Holiday Inn Hotel & Suites
1000 Imperial Avenue
Wausau/Mosinee, Wisconsin 54455
715-355-1111 or 888-272-2792
Fax 715-355-6701

Reservation Information

A block of rooms has been set aside for participants the night before the workshop (April 13, 2018). Room rates are \$99.00 single/double occupancy per night. Room reservations **MUST** be made by March 12, 2018 to confirm room availability and rate. Room reservations/fees are the responsibility of the participant. Please contact the Holiday Inn Hotels & Suites directly and mention that you will be attending the Wisconsin Nursing Home Social Workers Association, Inc. Annual Spring 2018 Workshop.

Workshop Information

Registration fee to attend this workshop is as follows:

WNHNSWA Membership	\$85.00
Membership & Conference	\$175.00
Conference Only (Members)	\$90.00
Facilities with 3+ (Members)	\$225.00
+ \$90.00 for each Conference Attendee	
Non-Member	\$140.00
Student	\$30.00

The fee covers registration for the workshop, materials, break, refreshments, and lunch.

Participants are responsible for their individual workshop fees. The full fee should be sent with your registration either by a check or money order made payable to the Wisconsin Nursing Home Social Workers Association, Inc. We are unable to accept credit cards.

Please complete the enclosed registration form and return, with the appropriate reimbursement, no later than March 30, 2018:

WNHNSWA
P.O. Box 1781
Appleton, WI 54912

Deadline for registration is March 30, 2018. A \$20.00 cancellation fee will be charged. Fees are not refundable after March 30, 2018.

If you have any questions about registration or cancellation, contact Julie Sewain at 920-738-4861. For program information, please contact Jeff McCabe at 920-225-1999 or Lisa Leahy at 715-246-8267.

If you require special accommodations as specified under the Americans with Disabilities Act, or have any concerns with lunch, please advise us when you register.

Workshop Agenda

Thursday, April 12, 2018

6:00 - 7:00 p.m.
Annual Board Meeting
All members are invited to attend.

Friday, April 13, 2018

8:00 - 8:45 a.m.

Registration & Continental Breakfast
Continental Breakfast Basics: Fresh Fruit Juice, Danish, Cinnamon Rolls, Grand Bageels with Cream Cheese, Assorted Fruit Yogurts with Granola Topping, Coffee, Decaf, and Herbal Tea

*People staying the night before are encouraged to eat the continental breakfast offered by the hotel in the morning.

8:45 - 9:00 a.m.
Opening Remarks

9:00-11:00 a.m.

How to Wow Service Excellence
Rob Bell, Certified Speaking Professional

Every team member has the opportunity to enhance your company's reputation. When face to face with the residents and family members, each person represents the whole organization. The key is to make sure each interaction earns a ringing endorsement.

Objectives:

- What the people we have the honor to serve really want
- 5 Levels of Listening
- The benefits of choosing positive words...our success comes in cans, not cans
- The importance of body language - reading our

residents' actions and taking responsibility for our own

- Five steps to turn service breakdowns into loyalty building opportunities
- Remarkable service requires that every person in your organization understands the Fundamentals Of Consistent Unsurpassed Service (FOCUS)

10:00 a.m. - 11:00 p.m.

Teamwork Makes the Dream Work
Rob Bell, Certified Speaking Professional

Is your organization a good place to work or a GREAT PLACE TO WORK? Great places to work start with great teams. Great teams are made up of professionals who know that they are successful only by helping each other be successful. When we all do a little, we all get a lot. Light a fire under your team members and learn the importance of everyone carrying the torch their share to make the distance.

Objectives:

- 4 Characteristics of Effective Teams
- Ways to catch each other doing things right
- How to involve everyone on your team to add polish to your residents' experiences
- Techniques to make your organization a GREAT PLACE TO WORK
- Average happens by accident. Excellence happens on purpose.

11:00 - 11:15 a.m.
Break

11:15 a.m. - 12:15 p.m.

Crisis Intervention and De-escalation Skills
Karen Aspenson, MSW, SLP/ST

We are all susceptible to experiencing an emotional crisis, and the vulnerable populations social workers serve are not exempt. It is often