

# Developing Effective Communication Strategies for Crisis Intervention in Behavioral Health

With Marya Wright, MSW | Thursday, February 29th

A FREE training presented by Alameda County Behavioral Health and A Better Way

## Course Objectives

- 1.) Acquire at least 2 tools and/or strategies for crisis responders to communicate effectively in crises.
- 2.) Identify at least 2 barriers to effective communication and strategies for overcoming them when working with families and individuals in crisis.
- 3.) Identify at least 2 different communication strategies which can be applied in a crisis situation in the behavioral health field.
- 4.) Develop at least 2 new skills for noticing non-verbal cues and communications in crisis situations.

This course is designed to help crisis responders develop effective communication strategies for intervening in crisis situations. The workshop will cover key concepts related to crisis intervention, including common crisis situations, reactions to crisis, and the role of communication in crisis intervention. Participants will learn about different types of communication, including verbal and non-verbal communication, active listening skills, and empathy and rapport building. The course will also cover ethical considerations related to crisis intervention, including confidentiality, privacy, and professional boundaries. The material will be delivered by PowerPoint presentation, short video clips, group discussion, breakout (small group) discussions and participant workbook (handout).

**Audience:** Alameda County Behavioral Health (ACBH) clinical staff and contracted CBO providers are welcome. Capacity is limited. Open until filled.

**Marya Wright, MSW**, is a nationally distinguished social worker, consultant, educator, international trainer, and facilitator with experience in organizational leadership, child welfare services, and curriculum development. She is the President and CEO of Wright Community Services LLC, a company that strives to empower system-involved families through awareness, services, and education while also providing consultation, training, and system specific facilitation to the agencies that services these communities. She is a registered Associate Clinical Social Worker (#81167) with the Board of Behavioral Sciences working to become a Licensed Clinical Social Worker (LCSW). Marya holds a Master's in Social Work from California State University, East Bay with a focus on Child Welfare Policy and Research and a Bachelor's in Social Work with a focus on Child Welfare Services and Motivational Interviewing from San Diego State University. She is an elected Board of Director for the California Society of Clinical Social Work (CSCSW).



## Thursday, February 29th | Presented on Zoom

9:15am-4:15pm | Online Waiting Room Opens at 9:00am

Online Course | Zoom link sent 2 days before course

6 CEs available for: LCSW, LMFT, LEP, LPCC, PsyD, PhD, RN and CADC

**TO REGISTER**

Click below to sign up & register:

<https://training.abetterwayinc.net/courses/4359>

A Better Way is approved by the California Association of Marriage and Family Therapists (CAMFT) to sponsor 6 Continuing Education for LCSW, LMFT, LPCC, LEP (62361), and the California Psychological Association (CPA) to sponsor 6 Continuing Education for PhD, PsyD (ABE010). The California Board of Behavioral Sciences (BBS) recognizes CAMFT and CPA Continuing Education credit for license renewal. A Better Way maintains responsibility for this program and its content. Attendees must attend entire course for CE credit. Alameda County Behavioral Health is approved to sponsor CE credit for Addiction Professionals and RNs. This course meets the qualifications for 6 hours of CE credit for Addiction Professionals by the California Consortium of Addiction Programs & Professionals Education Institute (CCAAP\_EI), Provider No. 4C-04-604-0624; and for RNs by the California Board of Registered Nurses, BRN Provider No. 12040. ACBHCS maintains responsibility for this program/course and its content.

For accommodations or Grievances, contact: [Trainings@abetterwayinc.net](mailto:Trainings@abetterwayinc.net) | (510) 913-1326