

Alameda County Behavioral Health is pleased to offer a FREE training:



Preventing, De-Escalating, and Managing Aggressive Behavior in Behavioral Health Care Settings

Friday, February 14, 2025

9:00am - 4:00pm

IN PERSON

Location: 1900 Embarcadero, Brooklyn Basin Room (first floor),
Oakland, 94606

Audience: All classifications of Alameda County Behavioral Health and contracted Staff are welcome to attend. This course will be especially helpful for staff who work with clients in SUD, Mental Health, or service delivery settings.

Trainer, Ian Brennan: Mr. Brennan has over 30 years of experience training on man aging aggressive behavior in a variety of behavioral health settings. He trains nationally and internationally on this and related subjects including anger management and conflict resolution, with 10 published books on the topic. The training is based on his over 15 years' experience working as a mental health specialist in locked, acute, psychiatric settings.

Description: Course emphasis is placed on exercising self-control and systematically utilizing the least restrictive measures versus attempts to externally control others. Setting limits is viewed as informative and helpful to the other party, rather than punitive or judgmental.

Content covered: strategies that most reliably stimulate rational thought, with an emphasis on choices and curiosity; communication missteps on the part of the speaker that unwittingly intensify rather than help calm situations; exploration of the core basis of arguments, and how anger disguises fear.

Better recognition of the differences in handling those who are triggered when intoxication is a factor will also be addressed.

Learning Objectives - by the end of the training, participants will be able to:

1. Identify two words universally used most often to "bait" and initiate the cycle of provocation/antagonization.
2. Define the two primary strategies that most reliably stimulate rational thought in another, with an emphasis on choices and curiosity.
3. Name the two most recurring communicational missteps on the part of the speaker that, unwittingly, emotionally intensify rather than help calm most situations.
4. Identify three communicational elements that must be in place for sender's message to be received as intended.
5. Describe the core basis of most arguments: resulting from a misplaced emphasis on the part of both parties and the presence of anger masking fear.

If you have a reasonable accommodation request, or grievance regarding an ACBH training, please contact the Training Unit at Training.Unit@acgov.org.

REGISTRATION:

[REGISTER HERE](#)

*(Due to room size, registration is limited to the **first 40 people**. Registration open until filled)*

For questions, contact:

Training.Unit@acgov.org

Please include training Date and Title in Subject Line

Continuing Education

CE credit is ONLY provided for County and ACBH contracted Provider staff.

*This course meets the qualifications for **6 hours** of continuing education credit for **LMFTs, LCSWs, LPCCs, and/or LEPs** as required by the California Board of Behavioral Sciences; Alameda County Behavioral Health Care Services is approved by the California Assoc. of Marriage and Family Therapists to sponsor continuing education for the target audience of this training, Provider No 65749; for **Addiction Professionals** by the California Consortium of Addiction Programs & Professionals Education Institute (CCAAP_EI), Provider No. 4C-04-604-0626; for **RNs** by the California Board of Registered Nurses, BRN Provider No. 12040. ACBHCS maintains responsibility for this program/course and its content.*

Please note: in order to receive CE credit, it is the participant's responsibility to attend the full training, sign in, sign out, achieve a score of at least 70% on post-tests, and complete the evaluation.

To complete an ACBH sponsored virtual training (even without CE credit), ALL attendees must achieve a score of at least 70% on the post-test(s).

CE Certificates will be emailed to qualifying participants within 30 days after the training.