

## Webinar Details

Tues., December 8, 2020  
12:30 pm—1:30 pm, CST

## Register Online

[www.leadingageil.org](http://www.leadingageil.org)

## QUESTIONS?

Meeting Services  
630.325.6170

[meetingservices@leadingageil.org](mailto:meetingservices@leadingageil.org)

*LeadingAge Illinois is the Illinois state affiliate of LeadingAge and Argentum.*



STATE PARTNER

## Overview

This session is designed to help care partners better understand why the person they are trying to help may at times exhibit 'challenging behaviors.' It will focus on looking beyond the disease to recognize other possible factors that may be causing or contributing to the challenges. Care partners will be introduced to the 'six pieces of the puzzle' that may be used to help determine these contributing factors. This problem-solving approach will be presented to help learners reduce the intensity, frequency, or occurrence of challenges.

This session will also help learners develop better communication skills when working with people living with dementia by emphasizing the value of empathetic and supportive communication. The overall goal of the session is to reduce or minimize unproductive conversations and resistive behaviors by using effective verbal and physical skills.

## Objectives

- List the six factors that may be used to determine what may be contributing to 'challenging behaviors'
- Discuss the value of knowing the person and their history in effective communication efforts
- Describe and use empathetic and supportive communication techniques when interacting with a person living with dementia
- Demonstrate and describe verbal and physical techniques to increase the probability of positive interactions

## Faculty

Teepa Snow, MC, OTR/L, FAOTA

## Who Should Attend

- Memory care staff
- Nursing home administrators
- DON's and ADON's
- Activity directors

## Online Registration Fees

LeadingAge Illinois Member Rate:	<b>\$79 per connection</b>
Non Member Rate:	<b>\$149 per connection</b>

Pay for 1 connection and get up to 3 connections free. Unlimited staff participation per connection. An audio recording will not be provided.

## Continuing Education Credit

LeadingAge Illinois, as an approved sponsor of continuing education through the Illinois Department of Financial and Professional Regulation, will provide the following professionals licensed in Illinois:

*nursing home administrators, nurses, clinical social workers/social workers, registered and certified public accountants, physical therapists/physical therapy, occupational therapists/occupational therapy assistants, and professional counselor/clinical counselor with up to 1.0 continuing education credit hour with full participation and documented attendance.*



**Teepa Snow Presents:  
Coping with Challenging Situations in Dementia Care**

**Other Professional Groups**

All other professionals are encouraged to submit detailed information on the webinar (LeadingAge Illinois brochure and handout materials) to their own professional organization for consideration of continuing education credit. Credentialing bodies and licensing boards have the final authority on the acceptance of individual courses.

**Continuing Education Policy**

When offering CE credit, LeadingAge Illinois must abide by the rules and regulations of all applicable professional accrediting boards and agencies. As such, LeadingAge Illinois cannot provide CE credit to participants who call in late or leave the webinar early.

**LeadingAge Illinois webinars deliver value to you with:**

- No travel costs and time out of the building
- No limit to the number of staff who can participate LIVE and receive CE credit