

Managing Crisis Situations for Crisis Responders

Learning Objectives

After completing this course, learners will be able to:

- Assess the impact of a culture of compliance on people living with dementia.
- Examine personal beliefs and attitudes as a factor in behavior.
- Identify power issues as they relate to interactions between crisis responders and people they serve.
- Plan strategies to address personal frustration when supporting people living with dementia.

Syllabus

Background

Avoiding a Culture of Compliance

A New Approach to Responding to People in Crisis

“Wanting” Energy or Motivation for Behavior

Competing Motivations

Belief Systems

Changing Attitudes

Power and Control

Mindfulness

Point of View

The “6 Questions Approach”

Examples and Short Story Scenarios

Also included are:

Printable Resources

Final Assessment

Course Evaluation

Certificate of Completion

CEU Application (optional)

For additional information, please contact dementiacare@uwosh.edu or visit the website at <http://www.uwosh.edu/dementia>