

**Managing Crisis Situations**  
*for healthcare providers*

**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 caregivers and people in their care.
- Plan strategies to address personal frustration when supporting people living with dementia.

**Syllabus**

Introduction/Activity: Characteristics of People in Your Care

Avoiding a “Culture of Compliance”

New Approaches to Care and Support

“Wanting Energy” definition

- Short Story Scenario-Anthony and Susan

Competing “Wants”

- Short Story Scenario-Paula and Robert

Belief Systems and Attitudes of Caregivers

- Four Common Beliefs

Negative Characterizations/Power and Control

Developing Mindfulness

Determining the Point of View of the Person Living with Dementia

The “6 Question” Approach

- Short Story Scenario-Andrew and Joan

Also included are:

Printable Resources

Final Assessment

Course Evaluation

Certificate of Completion

CEU Application (optional)

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