

Verbal and Physical De-escalation Techniques

Presented by: Jeffery Tornow

1. **PURPOSE:** The learner will be more comfortable with deescalating the excitable patient in a safe and effective manner.
2. **OBJECTIVES:**
At the conclusion, participants should be able to:
Identify characteristics of crisis behavior.
Implement verbal and physical de-escalation techniques.
3. In order for you to successfully complete this activity and receive **1.0 CNE**, you must:
 - a. Register for the online activity
 - b. View the attached video
 - c. Complete the evaluation
4. **Feedback Person** for this education activity are listed below. If you have questions please contact them.
 - a. Name & Email: Cindy Pirrung; cindy.Pirrung@avera.org
5. There is no conflict of interest related to this activity identified by planners, content specialists or feedback persons.
6. The expiration date for credit hours for this activity is **11/30/2018**.

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Continuing Education credits have been approved for this event. Due to the regulations required for CE credits all conflict of interest that the presenter(s) or planning committee members have needs to be fully disclosed to participants. In observance to this requirement we are informing you that all planners and faculty has provided disclosure statement that he/she has no conflict of interest to disclose.