2-HOUR LIVE VIRTUAL OR IN-PERSON TRAINING

Engaging Minimizing or Disbelieving Caregivers in the Change Process

FORMAT Live and interactive on Zoom (synchronous), or in person

DURATION 2 Hours **TIME** 11:00 AM – 1:00 PM ET **TRAINER** Ashley Fiore, LCSW **TOTAL CES** 2.0 NBCC

On Zoom, participants take part in real-time discussion, Q&A, a guided visualization, video demonstration and skills practice. A computer with camera, microphone and the current version of Zoom is required.

CE Credits Available: 2.0 NBCC CE hours · NBCC ACEP No. 8098 · Full attendance and post-training evaluation required for CE credit

SESSION AGENDA

TIME (ET)	TOPIC AND CONTENT (TEACHING METHODS)
11:00 – 11:30	**Caregiver Engagement: Self-Reflection and Research** *(Lecture, self-reflection activity, discussion)* Self-reflection on qualities of caregivers clinicians find challenging to serve · Engagement research and Dr. Mary McKay's recommendations
11:30 – 11:45	**Guided Visualization Activity with Small Test of Change** *(Guided visualization, reflection)*
11:45 – 12:45	**Engaging the Disbelieving Caregiver in Treatment** *(Video demonstration, group discussion, skill practice)* Take One video demonstrating poor engagement skills | Group discussion · Take Two video demonstrating effective engagement skills | Discussion, Q&A, and skill practice
12:45 – 1:00	**Takeaways for Attendees' Own Practice** *(Reflection, self-assessment)* Learner self-assessment of strengths and areas for improvement

LEARNING OBJECTIVES *Upon completion of training, participants will be able to:*

1. Describe two effective strategies for engaging avoidant or disbelieving caregivers in services
2. Identify at least two changes they commit to making in their setting or their own approach to working with challenging caregivers
3. Analyze and compare two approaches for building community and engaging families whose lived experience differs from theirs

Reminder for CE Credit: Attendance for the full training is required, and partial credit is not available. Complete the post-training evaluation to receive your CE certificate, which is issued within 5 business days.

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ATTENDANCE AND CE CREDIT

For Zoom sessions, attendance is tracked with Zoom participant reports, which record each participant's join and leave times as the official record of participation. For in-person sessions, attendance is verified with a monitored sign-in and sign-out record each day. Please join using your full name as registered. Joining under a nickname, a colleague's name, or a partial name may delay your certificate.

To receive CE credit, you must attend the entire training and complete the post-training evaluation. **Partial credit is not available**, and certificates can't be issued for watching a recording in place of live attendance. Certificates are issued within 5 business days of completing the evaluation.

If a technical problem pulls you out of the session, rejoin as quickly as you can and let the trainer know in the chat. If you miss part of the training, CE credit can't be issued. Transfers to a future offering for missed time are at Ashley Fiore, LCSW PLLC's discretion and are not guaranteed.

REGISTRATION, REFUNDS, AND CANCELLATION

PARTICIPANT REFUND POLICY

30 or more days before: full refund minus an administrative fee of $15 or 10% of the registration fee, whichever is greater. This fee covers the credit card processing and registration platform fees we pay on every registration, plus the time it takes to process your cancellation. Email ashley@ashleyfiore.com to cancel.

Fewer than 30 days before: no refund, but you may transfer to a future offering of any workshop within 12 months, or send a colleague in your place, at no cost.

Within 48 hours of the training, or a no-show: no refund or transfer. A colleague may still attend in your place if you let us know before the training starts.

Emergencies. We understand that emergencies happen. If something unexpected comes up, please reach out and we'll do our best to work with you.

CANCELLATION BY ASHLEY FIORE, LCSW PLLC

If Ashley Fiore, LCSW PLLC cancels or reschedules a training for any reason, including low enrollment or instructor illness, you'll be notified promptly and offered a full refund or a free transfer, whichever you prefer.

Ashley Fiore, LCSW PLLC is not responsible for travel or other costs participants incur.

ACCESSIBILITY

We want everyone to be able to participate fully. If you need an accommodation, such as captioning, materials in an alternate format, or scheduled breaks, please email ashley@ashleyfiore.com at least 10 business days before the training, and we'll work with you to arrange it.

GRIEVANCE POLICY

If you have a concern about a training, including course content, the trainer, the facility or platform, a refund request, or a certificate you haven't received, please email ashley@ashleyfiore.com within 30 days of the training. We'll acknowledge your concern within 5 business days and work toward a resolution within 30 days.

Geoff Sidoli, MSW, LCSW, our social work planner, takes part in resolving every grievance from a social worker, so each concern is reviewed by a licensed social worker other than the CE director. We keep a record of each grievance and the steps taken, share it with ASWB or NBCC when requested, and report complaints to NBCC as its policy requires. Every concern is used to improve future trainings.

CE APPROVALS

NBCC. Ashley Fiore, LCSW, PLLC has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 8098. Programs that do not qualify for NBCC credit are clearly identified. Ashley Fiore, LCSW, PLLC is solely responsible for all aspects of the programs.

Questions about registration, CE credit, or policies? ashley@ashleyfiore.com | (828) 230-1637 | 725 Merrimon Ave. #8337, Asheville, NC 28804

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