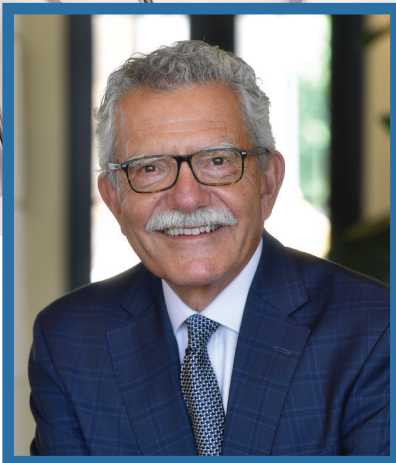




How to Handle Difficult Conversations: Introducing the Behavioral Adjustment Technique (BAT) Communication Strategies



Live-Streamed Webinar

Tuesday, February 21, 2023 | 1:00 – 2:00 p.m. ET

Presented by Dr. Francis Battisti, Ph.D.
Principal, Battisti Management Affiliates

Learning Objectives

Following this presentation, participants will be able to:

- Identify tension within a situation and different conflict styles.
- Recognize the use of “I Statements” and the control of one’s emotional state.
- Identify the Behavioral Adjustment Technique (BAT) format to reach resolution.

Because of the very nature of working with a variety of different personality types, some of the interactions between individuals can be very difficult to deal with. Engaging in these situations, possibly already primed for a confrontation, can only serve to heighten the tensions and make the situation worse.

This workshop will introduce participants to the Behavioral Adjustment Technique (BAT) program of communication skills. Dr. Battisti will explain and then offer examples so that participants can practice how to be direct and diplomatic. Maintaining a confident, positive demeanor is essential to having difficult conversations and focusing on a healthy outcome.

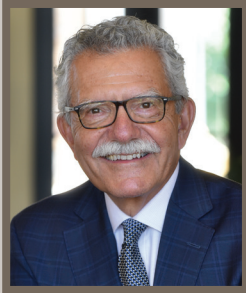
Continuing Education

1.0 CEUs available for Nursing Home Administrators and New York State Social Workers (*See page 2 for more information*)

To learn more and to register, go to www.avilainstitute.org.

How to Handle Difficult Conversations: Introducing the Behavioral Adjustment Technique (BAT) Communication Strategies

Live-Streamed Webinar • Tuesday, February 21, 2023 from 1:00 – 2:00 p.m. ET



MEET THE PRESENTER: Dr. Francis Battisti, Ph.D.

Dr. Francis L. Battisti is a noted educator, speaker, psychotherapist, consultant, and author who offers individuals and organizations pathways to explore their potential and move toward desired transformation. Dr. Battisti is a former Executive Vice President, Chief Academic Officer, and Full Professor of Psychology at the State University of New York at Broome Community College, where he was the 2011 recipient of the State University of New York Distinguished Professorship for Service, and a 1989 recipient of the State University of New York Chancellor's Award for Excellence in Teaching. His national reputation in the fields of healthy aging, motivation, health enhancement, and conflict disposition are recognized in his work with numerous corporations, healthcare organizations, long-term care communities, and governmental committees. Learn more about Dr. Fran Battisti on our website: www.avilainstitute.org.

REGISTRATION

\$35.00 PER PERSON

Register online at our website, www.avilainstitute.org.

CREDIT INFORMATION

Nursing Home Administrators

This program has been approved for Continuing Education for 1.0 total participant hours by NAB/NCERS—Approval #20240220-1-A90950-DL.

New York State Social Workers

Avila Institute of Gerontology, Inc. is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0265.

Participants can earn 1.0 Contact Hours.

Social Worker CE approval is for New York State Social Workers only. Other state licensees aren't eligible to receive pre-approved credit.

REFUND POLICY: Cancellation and refund requests must be made in writing (mail or email) and must be received seven days prior to the event to be eligible for a full refund. If a request is made after this date, a credit voucher will be issued to be used toward a future AIG event. The voucher expires within one year of the cancellation.

AIG regrets that refunds will not be given for no-shows. Substitutions are accepted without penalty and must register for the event, noting whom they are replacing.

Please send all cancellation and substitution requests to support@avilainstitute.org.

EVENT CANCELLATION POLICY: The Avila Institute of Gerontology reserves the right to cancel any scheduled event due to unforeseen circumstances at any time.

DISCLOSURES: This educational activity does not include any content that relates to the products and/or services of a commercial interest that would create a conflict of interest. There is no commercial support being received for this event.

To register and for further information about the webinar, visit our website www.avilainstitute.org or email support@avilainstitute.org.

STEPS FOR WEBINAR REGISTRATION

1. To register, click this link: <https://avila.elevate.commpartners.com/webinars>
You will see the current available upcoming webinars. Hover over the webinar you want to register for. The box will expand showing the “Register” and “More Information” buttons.
2. Click the green “Register” button.

1-2

Legal and Regulatory Updates: Understanding the New Interpretations

Includes a Live Web Event on 01/18/2023 at 1:00 PM (EST)

This session will provide information and potential action items regarding survey and certification protocol and requirements, including recent changes and proposed changes. This session will discuss CMS’s and state agencies’ interpretations based on modified regulatory requirements. Also, discussion will include other hot topics for nursing facilities.



Register **More Information**

All Users - \$35

3. A pop-up for Registration Options will appear. Click on the blue “Complete Registration Now” button.
4. **If you are not already logged in,** you will see two options on top to either “Log In” (Step 5) or “Create Account” (Step 6). You need to pick one to continue registration.

3

Registration Options:

Cancel **Add to Cart and Complete Registration Later**

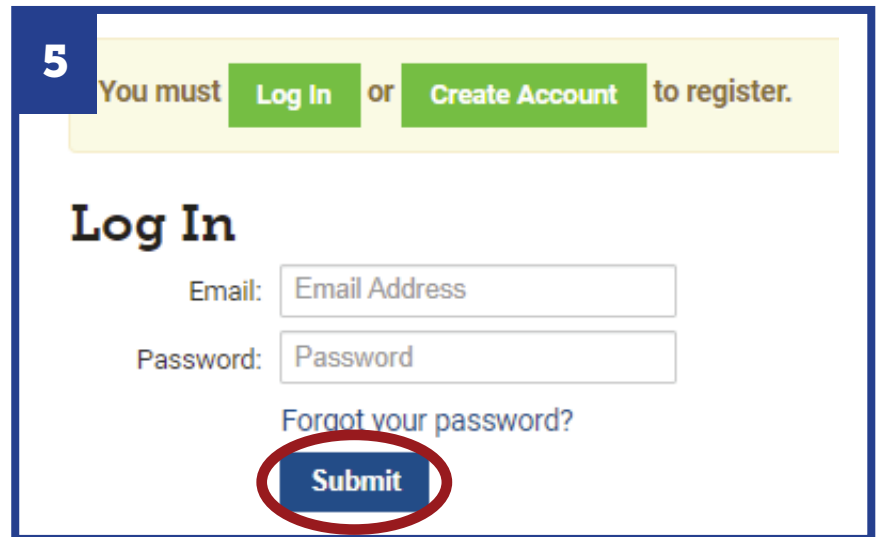
Complete Registration Now

4

You must **Log In** or **Create Account** to register.

5. If you have an existing account and chose “Log In,” you will be prompted to type in your email and password. Press the blue “Submit” button. Proceed to Step 7.

***Need to Create an Account?
Skip to Step 6.***



5 You must **Log In** or **Create Account** to register.

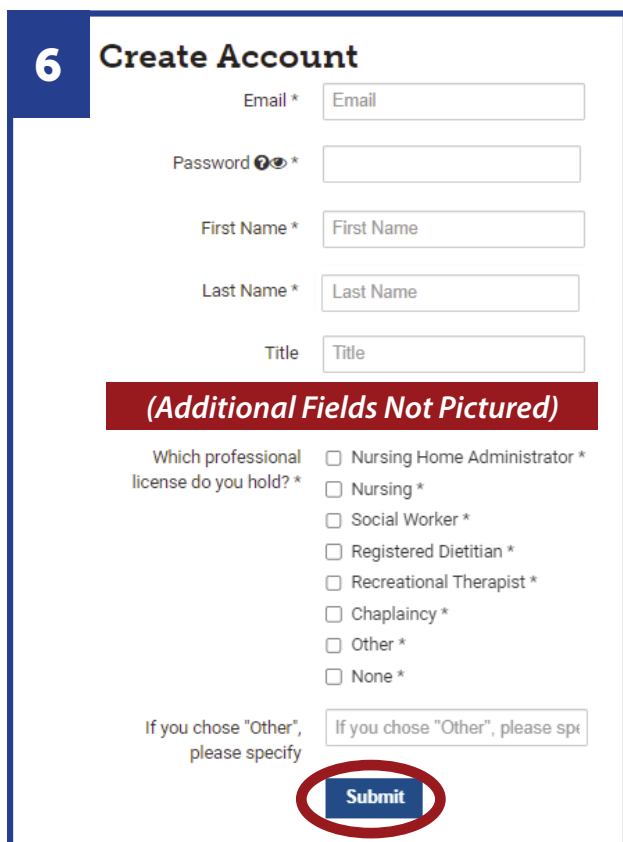
Log In

Email:

Password:

[Forgot your password?](#)

Submit



6 Create Account

Email *

Password *

First Name *

Last Name *

Title

(Additional Fields Not Pictured)

Which professional license do you hold? *

- Nursing Home Administrator *
- Nursing *
- Social Worker *
- Registered Dietitian *
- Recreational Therapist *
- Chaplaincy *
- Other *
- None *

If you chose "Other", please specify

If you chose "Other", please specify


Submit

6. If you chose “Create Account” you will be prompted to fill out a form.

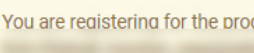
Fill in the fields (*not all fields are shown in this screenshot*) and select a professional license option.

Press the blue “Submit” button. You now have an account with the AIG Learning Center and will continue the registration process.

7 Your cart

| Product | Registrant | Original price | Final price |
|---|---|----------------|-------------|
| Legal and Regulatory Updates: Understanding the New Interpretations |  Remove | \$35 | \$35 |
| Discount Code: | <input type="text" value="Discount Code"/> Apply Discount <small>(Leave blank if you don't have a discount code.)</small> | | |
| Total: | | \$35 | \$35 |

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If you wish to register as someone else, [Log Out](#) and log in with that person's account.

If you wish to edit your information, please [Edit Your Profile](#)

Additional Info for «Legal and Regulatory Updates: Understanding the New Interpretations»

For which license(s) will you be seeking Continuing Education hours? *

- Nursing Home Administrator
- Social Worker
- Nursing
- Dietitian
- Catholic Chaplain
- Recreational Therapist
- None

Payment Info

Payment Method **Credit Card**




First Name *

Last Name *

Email *

Company

Zip/Postal Code *

Card Type *   

Card Number *

Card Expiration Date * Click Datepicker Icon

Security Code *

Before you checkout, read our [privacy policy/refund statement](#)

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7. Now that you have logged in or created an account, you will be able to finish registering for the webinar.

First complete the “Additional Info” section: check which license you are seeking continuing education/certificate of attendance.*


**Please note: not all webinars offer continuing education hours for all license types. Review the webinar credit information under the “Overview” tab to see what continuing education credits are being offered.*

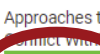

Complete the “Payment Info” section: You may choose to pay by check or credit card. Complete the fields for payment.

When paying by check, further directions will be displayed upon submitting your order.

When complete, click the green “Place My Order” button.

8 Registration Complete

Registered at 

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Enjoy the Webinar!