

TRAININGS

Adolescent Suicide Awareness and Prevention

Understanding the suicide continuum
Common myths of suicide
Suicide statistics
The SLAP method of assessment
Successful intervention strategies

Remaining Professional in Stressful Situations

Identifying the components of every verbal message
Establishing Rapport: Techniques of paraphrasing and reflecting
Directive vs. non-directive communication
De-escalating Conflict: effectively responding to customer complaints.

Trainer: Betty Kukin

Resources in Broward County for your Child with Special Needs

Navigating through the local system of care and education for children with a disability.

Trainer: Billie Morgan, MS

Community Resources

Familiarizing attendees with major delivery systems of health and human services in Broward County.

Trainer: Steve Strickland

For more information on the 2-1-1 Trainings, please contact:

Sheila J. Smith, President/CEO at 954-390-0493

or

ssmith@211-broward.org