

2-HOUR LIVE VIRTUAL OR IN-PERSON TRAINING

Engaging Minimizing or Disbelieving Caregivers in the Change Process

- FORMAT:** Live Virtual (Synchronous) or In Person
- DURATION:** 2 Hours
- TIME:** 12:00 – 2:00 PM ET
- TRAINER:** Ashley Fiore, LCSW
- TOTAL CES:** 2.0 NBCC

CE Credits Available: 2.0 NBCC CEs • NBCC ACEP No. 8098 • Completion of post-training evaluation required for CE credit

SESSION AGENDA

TIME (ET)	CES	TOPIC AND CONTENT (TEACHING METHODS)
12:00 – 12:30		Caregiver Engagement: Self-Reflection and Research <i>(Lecture, self-reflection activity, discussion)</i> Self-reflection on qualities of caregivers clinicians find challenging to serve • Engagement research and Dr. Mary McKay’s recommendations
12:30 – 12:45		Guided Visualization Activity with Small Test of Change <i>(Guided visualization, reflection)</i>
12:45 – 1:45		Engaging the “Disbelieving Caregiver” in Treatment <i>(Video demonstration, group discussion, skill practice)</i> Take One: Video demonstrating poor engagement skills Group discussion • Take Two: Video demonstrating effective engagement skills Discussion, Q&A, and skill practice
1:45 – 2:00		Takeaways for Attendees’ Own Practice <i>(Reflection, self-assessment)</i> Learner self-assessment of strengths and areas for improvement

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

- Describe two effective strategies for engaging avoidant or disbelieving caregivers in services
- Identify at least two changes they commit to making in their setting or their own approach to working with challenging caregivers
- Analyze and reflect upon 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. Participants must complete the post-training evaluation to receive their CE certificate. Certificates are issued within 5 business days of evaluation completion.

ATTENDANCE TRACKING AND CE CREDIT POLICY

Attendance is tracked via Zoom participant logs, which record each participant's join and leave times as the official record of participation. Please join using your full legal name as registered. Joining under a nickname, a colleague's name, or a partial name may result in a delay or inability to issue your CE certificate.

CE credit is calculated based on documented participation time and issued in quarter-hour increments (1 CE hour = 60 minutes). Participants present for the full training receive the maximum CE hours offered; those missing a portion receive prorated credit accordingly. CE certificates cannot be issued for viewing recordings in lieu of live attendance.

If you experience a technical issue or must step away, please rejoin promptly and notify the trainer. If a technical issue prevents you from rejoining, contact ashley@ashleyfiore.com within 24 hours of the training.

— REGISTRATION AND REFUND POLICIES

PARTICIPANT REFUND POLICY

- **60+ days before training:** Fully refundable or transferable to another training.
- **30 to 59 days before:** Gift coupon for 50% of registration fee toward another training. No cash refund.
- **Less than 30 days before:** No refund.
- **Consultation registration:** Not refundable or transferable due to limited call group space.
- **Extenuating circumstances:** Exceptions may be made for medical emergencies at Ashley Fiore, LCSW PLLC's discretion.

CANCELLATION BY ASHLEY FIORE, LCSW PLLC

Ashley Fiore, LCSW PLLC reserves the right to cancel any training due to unforeseen circumstances, including insufficient enrollment, instructor illness, or other factors beyond our control.

In the event of cancellation, participants will be notified promptly and offered alternative dates or a full refund. Ashley Fiore, LCSW PLLC shall not be held liable for costs incurred by participants, including travel expenses.

PARTICIPANT SUBSTITUTION POLICY

If a registered participant is unable to attend, they may request to substitute another individual in their place. Requests are assessed based on program capacity, eligibility criteria, and training requirements.

Provide the substitute's name, contact information, and relevant qualifications. Approved substitutions confirmed in writing; fee differences reconciled. Denied requests communicated in writing within 5 business days.

TRANSFER OF REGISTRATION POLICY

A registered participant may request to transfer their registration to an alternative session no later than two weeks prior to the scheduled start date.

Requests are assessed based on capacity and eligibility. Approved transfers confirmed in writing; fee differences reconciled. Denied requests communicated in writing within 5 business days.

GRIEVANCE POLICY

Should participants have complaints about course content, speakers, facilities, non-receipt of certificates, or other issues, a grievance may be filed in writing within 30 days of the training by emailing ashley@ashleyfiore.com.

The licensed social work consultant will be involved in all grievance resolutions for social workers. Ashley Fiore, LCSW PLLC keeps records of all grievance reports and all actions taken to address the grievance, whether the complaint was made to the provider, ASWB, or another entity. Steps taken in the resolution process and outcome are provided to the ASWB program as requested; all feedback is valued and used to improve future courses and ensure the best experience for learners.

Questions about registration, CE credit, or policies?

Contact ashley@ashleyfiore.com or (828) 230-1637 • Ashley Fiore, LCSW PLLC • 725 Merrimon Ave. #8337, Asheville, NC 28804