

Healthcare Aggression In the Line of Duty

A Continuing Education Webinar
for Health Care Professionals

Presenters

Strategic Communications and De-Escalation Tactics

Steve Harlow, Security Training
Coordinator

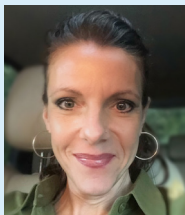
Community Hospital Division and
Community Physicians



Talking Points on Addressing Agitation

Amy Dice RN, BSN, CCRN

Rapid Response



Violence at Work: Caring for Difficult Patients

Molly Liddell, BSN RN CMSRN

2NT Acute Care/Trauma Surgery



The Culture of Violence

Shana McClone MSN, MBA, RN,
APNP-BC

Nursing Operations and Special
Projects Manager



When

Friday, November 19, 2021

8:30 a.m.-12:00 p.m.

Registration

Register by e-mailing Dawna Messman at
dawna.messman@froedtert.com.

Or, snap the QR code for
quick registration access.



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