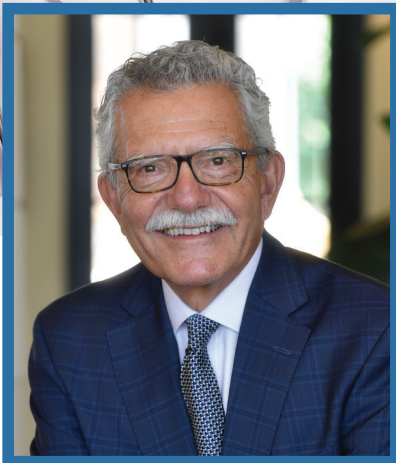




# How to Handle Difficult Conversations: Introducing the Behavioral Adjustment Technique (BAT) Communication Strategies



## Live-Streamed Webinar

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

Presented by Dr. Francis Battisti, Ph.D.  
*Principal, Battisti Management Associates*

## 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.

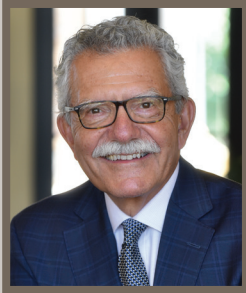
## Continuing Education

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](http://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](http://www.avilainstitute.org).

## **REGISTRATION**

**\$35.00 PER PERSON**

Register online at our website, [www.avilainstitute.org](http://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](mailto: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](http://www.avilainstitute.org) or email [support@avilainstitute.org](mailto:support@avilainstitute.org).**