

Improving Non-Verbal Communication to Create Meaningful Change

A 3-Hour Home Study Program for Health Professionals



NURSES: Institute for Brain Potential (IBP) is accredited as a provider of nursing continuing professional development by the **American Nurses Credentialing Center's Commission on Accreditation**. IBP is approved as a provider of continuing education by the **California Board of Registered Nursing**, Provider #CEP13896, and **Florida Board of Nursing**. This program provides 3 contact hours.



PSYCHOLOGISTS: Institute for Brain Potential is approved by the American Psychological Association to sponsor continuing education for psychologists. Institute for Brain Potential maintains responsibility for this program and its content. This program provides 3 CE credit. Institute for Brain Potential is recognized by the **New York State Education Department's State Board for Psychology** as an approved provider of continuing education for licensed psychologists #PSY-0090. IBP is approved as a provider of continuing education by **FL Board of Psychology**. This course provides 3 contact hours of CE credit.



COUNSELORS, SOCIAL WORKERS & MFTs: Institute for Brain Potential, Provider Number: 1160, is approved as an ACE provider to offer social work continuing education by the **Association of Social Work Boards (ASWB)** Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: 11/11/23 - 11/11/26. Social workers completing this course receive 3 clinical continuing education credits.

Institute for Brain Potential is approved as a provider of CE by **FL Board of Clinical Social Work, MFT and Mental Health Counseling** and by **IL Dept. of Professional Regulation MFT CE Sponsor Program**, Sponsor #168.000183. Institute for Brain Potential (IBP), SW CPE 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 #0341. Institute for Brain Potential (IBP) is recognized by the **New York State Education Department's State Board for Mental Health Practitioners** as an approved provider of continuing education for licensed mental health counselors. #MHC-0134. Institute for Brain Potential (IBP) is recognized by the **New York State Education Department's State Board for Mental Health Practitioners** as an approved provider of continuing education for licensed marriage and family therapists. #MFT-0068. The **Ohio CSWMFT Board** accepts ASWB-approved continuing education programs for social workers. This program provides 3 contact hours.



CHEMICAL DEPENDENCY PROFESSIONALS: Institute for Brain Potential (IBP) is accredited as a provider of nursing continuing professional development by the **American Nurses Credentialing Center's Commission on Accreditation**. IBP is approved as a provider of continuing education by the **California Board of Registered Nursing**, Provider #CEP13896, and **Florida Board of Nursing**. This program provides 3 contact hours.



PHARMACISTS: Institute for Brain Potential is accredited by the **Accreditation Council for Pharmacy Education** as a provider of continuing pharmacy education. This knowledge-based activity is designated for 3 contact hours (0.3 CEUs). UAN: 0492-0000-23-052-H04-P. This program has been pre-approved by the **Florida Board of Pharmacy** for 3 hours of continuing education credit.

DENTAL PROFESSIONALS: This program provides 3 CE hours. Institute for Brain Potential, provider RP-4261, is authorized to confer continuing dental education for Dentists, Dental Hygienists and Dental Assistants by the **Dental Board of California**. IBP is approved as a provider of CE by the **Florida Board of Dentistry**.



PACE
ACADEMY of
GENERAL DENTISTRY
PROGRAM APPROVAL
FOR CONTINUING
EDUCATION

Institute for Brain Potential
Nationally Approved PACE Program Provider
for FAGD/MAGD credit.
Approval does not imply acceptance by any
regulatory authority or AGD endorsement.
12/01/18 to 11/30/24
Provider ID# 312413.
AGD Subject Code: 550.



OCCUPATIONAL THERAPISTS AND ASSISTANTS: Institute for Brain Potential is an American Occupational Therapy Association (AOTA) Approved Provider, #6050. The assignment of AOTA CEUs

does not imply endorsement of specific course content, products, or clinical procedures by AOTA. This program provides 3 contact hours (0.3 AOTA CEUs). Content Level: Intermediate. Content Focus: Occupational Therapy Process (Outcomes) and Professional Issues (Supervision). This course is approved by the **Florida Board of Occupational Therapy** for 3 hours of credit.

PHYSICAL THERAPISTS: Institute for Brain Potential is approved as a provider of the physical therapy continuing education by the **Physical Therapy Board of California**. Institute for Brain Potential is an **Illinois Department of Professional Regulation** Approved CE Sponsor for PTs and PTAs, #216.000210. Institute for Brain Potential is recognized by the **New York State Education Department's State Board of Physical Therapy** as an approved provider of physical therapy continuing education. This program is approved by Texas chapter of the **American Physical Therapy Association (APTA)** for 3 contact hours of continuing education credit. Approval Expires: 02/23/2025. The physical therapy boards in AK, AZ, DE, GA, ID, IN, KS, KY, MS, MO, NC, ND, RI, SC, OR, TN, UT, VA, WI, and WY accept courses approved by APTA chapters. This program meets the criteria for physical therapy continuing education in CT, IA, MO, MT, NE, NH, OR, and WA. This program provides 3 contact hours of continuing education credit.

MASSAGE THERAPISTS: Institute for Brain Potential is approved as provider of continuing education by the **Illinois Department of Professional Regulation**, #245.000045, and by the **Florida Board of Massage Therapy**. This program provides 3 CE hours. This program counts as 'General' hours in Florida.

SPEECH-LANGUAGE PATHOLOGISTS: Institute for Brain Potential is approved as a provider of continuing education by the **CA Speech-Language Pathology and Audiology Board (SLPAB)**, #PPDP247, and by **KS Health Occupations Credentialing**. This program provides 3 CE hours.

ACUPUNCTURISTS: This course is approved by the **California Acupuncture Board**, Provider Number 565, for 3 hours of Category 1 distance education (home study) credit. Approval Expires: 10/13/2024.

NURSING HOME ADMINISTRATORS: IBP is approved as a provider of continuing education by the **Kansas Health Occupations Credentialing**. This program provides 3 CE hours.

DIETITIANS: Institute for Brain Potential is accredited as a CE provider by **American Nurses Credentialing Center's Commission on Accreditation** and **Accreditation Council for Pharmacy Education**. The **Commission on Dietetic Registration (CDR)** accepts enduring (home study) activities from CE providers accredited by these organizations. IBP is approved as a CE provider by the **Florida Dietetics and Nutrition Practice Council** and **Kansas Department of Health and Environment**, Provider# LTS D1270. This program provides 3 CE hours.

RESPIRATORY CARE PROFESSIONALS: RCPs in New York receive 3 hours of Category III credit through the ANCC. Institute for Brain Potential is accredited as a provider of nursing continuing professional development by the **American Nurses Credentialing Center's Commission on Accreditation**. Institute for Brain Potential is approved by the **California Board of Registered Nursing (CA BRN)**, Provider #CEP13896, to provide continuing education. Programs offered by the CA BRN approved providers of CE are accepted by the **Respiratory Care Board of California**.



EDUCATORS: Participants completing this program will receive 7.5 clock hours of professional development credit through a cosponsorship agreement between Alliant International University and IBP. Alliant International University's graduate programs are accredited by the **Accrediting Commission of Senior Colleges and Universities of the Western Association of Schools and Colleges**. Please contact your school district if you need prior approval for this program.

COLLEGE EDUCATED PUBLIC: This program is recommended for individuals who wish to add to their personal and professional knowledge and to improve their health and wellbeing. Participants will receive a certificate of completion for 3 hours.

At least half of what is communicated between the client and healthcare professional is nonverbal including mood, emotions, intensions, and expectations.

Learn how to interpret and provide positive nonverbal communication to improve trust, hope, pain reduction, adherence, and therapeutic outcomes.

Participants completing this program should be able to:

- 1. Review nonverbal behaviors that can communicate emotions, intentions, and expectations.*
- 2. Discuss ways to improve nonverbal communication in distance-based and in-person interactions between the healthcare professional and client.*

Understanding Nonverbal Communication

- Definition
- Auditory
- Visual
- Tactile
- Olfactory
- Why Practicing Nonverbal Communication Is Critically Important
- Rapid and Automatic Information is Conveyed
- Communication of Mood
- Communication of Intent and Trust
- Improving Communication
- Showing Interest
- Establishing a Connection
- Conveying a Specific Meaning
- Demonstrating Authenticity
- Improving Outcomes Within Healthcare Settings
- Increasing Patient Satisfaction
- Increasing Pain Tolerance
- Increasing Treatment Effectiveness

Improving Nonverbal Communication in Healthcare Settings

- Interpreting and Communicating Facial Expressions
- Universal Facial Expressions
- Smiles
- Eye Contact
- Touch
- What it Communicates
- Emotional Content
- Friendly Touch
- Triggering the Relaxation Response
- Social Distance
- What it Communicates
- Appropriate Personal Distance
- Chair Height
- Body Language
- Male- and Female-Specific Patterns of Nonverbal Behavior
- What it Communicates
- Patient Satisfaction
- Culture-Specific Patterns of Nonverbal Behavior
- Social Distance
- Improving Nonverbal Communication During the Pandemic
- Mindful Listening
- Increasing Empathy
- Increasing Trust

ABOUT THE INSTRUCTOR



Marie Cross, Ph.D., Assistant Teaching Professor in the Department of Biobehavioral Health at Pennsylvania State University, is a Health Psychologist with expertise in the study of how nonverbal behavior can influence our psychology and physiology. She has won awards for Excellence in Scientific Research and as an Outstanding Mentor.

Dr. Cross has taught highly rated programs to health professionals including Human Stress, Health Psychology, and Positive Psychology. She presents practical advances with clarity and warmth. Participants receive an outline with all lecture topics, key references, and online resources.