

Improving Non-Verbal Communication to Create Meaningful Change

A 3-Hour Home Study Program for Health Professionals

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.



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 **CA Board of Registered Nursing**, Provider #CEP13896, and **FL Board of Nursing**. This program provides 3 contact hours.



COUNSELORS, PSYCHOLOGISTS, SOCIAL WORKERS & MFTs: 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.



ACE Institute for Brain Potential, ACE Approval Number: 1160, is approved to offer social work continuing education by the **Association of Social Work Boards (ASWB) Approved Continuing Education (ACE)** program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Institute for Brain Potential maintains responsibility for this course. ACE provider approval period: 11/11/20 – 11/11/23. Social workers completing this course receive 3 clinical continuing education clock hours. Social Work Practice Level: Intermediate.

Institute for Brain Potential is approved as a provider of CE by **FL Board of Clinical Social Work, MFT and Mental Health Counseling**, by **FL Board of Psychology**, by **IL Dept. of Professional Regulation MFT CE Sponsor Program**, Sponsor #168.000183, and by **TX State Board of Examiners of Marriage & Family Therapists**, Provider #830. 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. 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.

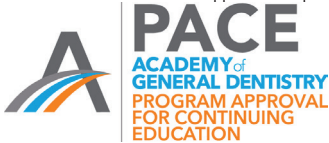


SUBSTANCE ABUSE PROFESSIONALS: This course has been approved by Institute for Brain Potential, as a **NAADAC Approved Education Provider**, for 3 CEUs. NAADAC Provider #102949. Institute for Brain Potential is responsible for all aspects of its programming.



PHARMACISTS AND PHARMACY TECHNICIANS: 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). UANs: #0492-0000-21-009-H04-P and #0492-0000-21-009-H04-T. 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**.



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: 557



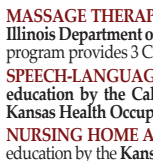
OCCUPATIONAL THERAPISTS: Institute for Brain Potential is an **American Occupational Therapy Association (AOTA) Approved Provider**, #6050. The assignment of AOTA CEUs does not imply endorsement of specific course content, products, or clinical procedures by AOTA. This program provides 0.3 AOTA CEUs or 3 contact hours. 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 **NY 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)**. Approval Expires: 02/23/2023. This program provides 3 contact hours of CE 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 **California Speech-Language Pathology and Audiology Board (SLPAB)**, #PPDP247, and by **Kansas Health Occupations Credentialing**. This program provides 3 CE hours.

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



EDUCATORS: Participants completing this program will receive 3.75 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.

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.

Policies and Procedures

1. You may order the audio CDs or audio-visual DVDs before the planned expiration date listed on the program brochure. You will have at least one year from the date you placed your order to complete the program for continuing education credit.
2. Course materials including CDs or DVDs, course outline and handouts, evaluation form, and post-test are delivered to you within 5-7 days from the date we receive your order. You will need a CD player to listen to the lecture on CDs and a DVD player to view it on DVDs.
3. Successful completion to receive continuing education credit includes 1) watching or listening to the recorded lecture and reviewing the course handouts, 2) submission of the evaluation form and post-test, and 3) receiving a passing score of 70% on the posttest. No partial credit is given.
4. Post-tests are usually scored within 5 workdays of their receipt; please allow 10 workdays. You may retake the posttest without penalty or fee.
5. Course evaluation form and completed posttest can be submitted to us by email at ceu@4brain.org, fax at (209) 710-8306, or by mail at IBP Distance Learning, PO Box 2238, Los Banos, CA 93635.
6. A certificate of completion is provided upon successful completion. Please indicate whether you wish to receive the certificate by email, fax, or mail on the registration form.
7. If you are not completely satisfied, you may return the course materials in a resalable condition within 30-days of your purchase and exchange it for another home study program of equal value or obtain a full refund minus a \$15 processing fee by submitting a refund request in writing or by email at refund@ibpceu.com. Tuition for continuing education credit is not refundable. Course materials should be returned to us at IBP Distance Learning, 245 W Pacheco Blvd. Ste. C, Los Banos, CA 93635.

Dedicated Customer Service

Call (888) 202-2938 to inquire about course content, instructors, corrections, grading, or problem resolution, provide comments, request disability accommodations, submit a formal grievance, or remove your name from a list. Institute for Brain Potential complies with ADA requirements.

The IBP Experience

Our non-profit organization, tax ID 77-0026830, is the leading provider of accredited programs concerning the brain and behavioral sciences. We have been providing informative and practical continuing education programs since 1984. Our programs include fascinating and informative presentations by outstanding and highly qualified faculty.