



PURPOSE

This program provides knowledge on the change management with an emphasis on the “people side” of change at the individual, leadership, and community levels.

At the conclusion of this program, each participant will be able to:

- Explore change from the employee perspective.
- Examine change from the leader’s perspective.
- Illustrate and define organizational tools to initiate and manage change.

PURPOSE

This program provides how emotional intelligence - the ability to recognize, understand, and manage emotions - can strengthen relationships, communication, and leadership in various contexts.

At the conclusion of this program, each participant will be able to:

- Examine emotional intelligence with strategies to improve one’s emotional intelligence in the healthcare environment.
- Contrast the relationship between emotional intelligence and resilience.
- Discuss ways to improve emotional intelligence.



TARGET AUDIENCE

Anyone interested in the topic, nurses, social workers, therapists, prevention specialists, counselors



INSTRUCTOR: Francine (Cookie) Muscarella, LMSW, LCSW

Cookie Muscarella holds a Bachelor’s and Master’s degrees in Social Work from SUNY at Buffalo, NY. She has worked as a therapist with numerous populations to include: the mentally ill, active-duty service members and their families, adolescents and children, and families. She served as a supervisor and an agency director while working for the Department of Defense. She is the owner of Consulting Solutions & Associates, a consulting and training firm focusing on workplace issues. As a trainer and consultant, she has worked for approximately 20 years developing and presenting curriculum and assisting organizations in employee development. She has taught numerous courses for the University of South Carolina, College of Social Work. She ran a catering business and a bed and breakfast as a hobby.



REGISTRATION

Program Fee: \$30 for non-members // Free for Upstate AHEC Members

Change Management: <https://www.scahec.net/learn/programs/4574>

Emotional Intelligence: <https://www.scahec.net/learn/programs/4575>



CONTINUING EDUCATION CREDIT

Licensed Nurses: This nursing continuing education activity awards **3.0 contact hours** upon successful completion. Upstate AHEC is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. www.nursecredentialing.org/accreditation.aspx.

Licensed Professional Counselors and Therapists: This program has been approved for **3.0 hours of continuing education** by SC AHEC under its accreditation by the SC Board of Examiners for Licensure of Professional Counselors, Marriage and Family Therapists and Psycho-Educational Specialists.

Social Workers: This program has been approved for **3.0 clock hours** of social work continuing education by Upstate AHEC, as part of the SC AHEC system, under its accreditation by the SC Board of Social Work Examiners.

Others: This program is approved for **0.3 CEUs (3.0 clock hours)** by Upstate AHEC and meets the SC AHEC Best Practice Standards.

NOTE: Licensees should verify with their state licensing board for acceptance of continuing education units. Upstate AHEC does not assist with individual filing requirements.

Successful completion of the program requires attendance for 90% percent of the program and a completed online evaluation by the participant within 10 calendar days of the program date. A certificate of completion will not be made available for you if the evaluation is not completed within this timeframe. No partial credit available.



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REFUNDS: To cancel a registration for an upcoming in-person or webinar program our new registration system on the AHEC Learning Portal (ALP), visit the My Registrations page, select the program from your Upcoming Registrations listing and press the Cancel Registration button on the registration details page. Cancellations must be made prior to each program's cancellation deadline date as listed on its program details page in order to be eligible for a refund. If you paid a registration fee for your in-person or webinar program and cancel via the registration system by the cancellation refund deadline, you are eligible for a full refund (minus any material fee, if applicable) and our staff will be in touch with refund details — refunds are typically processed within 10-15 business days after that. Registrations for online modules and on-demand video programs are not eligible for refunds.