

# Calm in the Storm: Managing Escalating Behavior Webinar



## DATE + TIME

Thursday, May 21st 2026  
10:00 AM - 11:30 AM,



## LOCATION

Webinar



## REGISTRATION

Free but registration is required.

To register:

<https://www.scahec.net/learn/programs/4813>



## COURSE DESCRIPTION

This course provides participants with the skills to identify early warning signs of escalating behavior and understand the influence of trauma on individual responses. It also offers evidence-based de-escalation strategies while fostering personal reflection and opportunities for professional growth.



## LEARNING OBJECTIVES

- Name the components of trauma informed care.
- Understand the escalation/de-escalation cycle.
- Identify at least 3 warning signs of escalating behavior and 3 ways to help de-escalate behavior.



## INSTRUCTOR

### Jessica Owens MA LAC AADC MAC

Jessica Owens is a Licensed Addictions Counselor, Advanced Alcohol and Drug Counselor, and Master Addictions Counselor who serves as Chief Operating Officer at the Phoenix Center. Jessica has a Masters in Human Services with a focus in Marriage and Family Counseling from Liberty University and a Bachelors Degree in Psychology from Clemson University. She has a vast knowledge of substance use disorder treatment throughout the treatment continuum. Jessica has experience working in multiple settings such as traditional adult/adolescent outpatient treatment, office-based opioid treatment, residential treatment, withdrawal management, and community harm reduction work. Jessica is a strong believer in person-centered and trauma-informed approaches in helping individuals meet their goals.



## CONTINUING EDUCATION CREDIT

**Licensed Nurses:** This nursing continuing education activity awards **1.5 contact hours** upon successful completion of each session 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](http://www.nursecredentialing.org/accreditation.aspx)

**Others:** This program is approved for **0.15 (1.5 clock hours)** of each session by Upstate AHEC and meets SC AHEC Best Practice Standards



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