

Course Overview

The course will be conducted by Judith Simon Prager, PhD, an expert on the effects of words and thoughts on patient outcomes. The right words can mean the difference between pain and comfort, panic and calm, even life and death.



Feedback

“As an Osteopath and a parent, I find the Verbal First Aid Techniques to be invaluable to teach both adults and children how to control and reduce their pain. They are a highly effective non-pharmaceutical way of relieving discomfort and calming an often stressful situation.”

--Karen Farrant, Bsc (hons), D.O.London, United Kingdom

“Thank you so much for your inservice on “Verbal First Aid.... The staff really enjoyed it and...some of us have already started practicing these techniques on our patients with good results!”

Lisa Hasnosi, RN, Department of Psychiatry, NYU Medical Center

"Your presentations were a huge success. I have received phone calls, e-mails, and cards from people thanking me for inviting them and telling me how much they benefited from attending the workshops. To me, Verbal First Aid includes a common sense approach to wording things in a way that promotes health and healing. It's simple, but amazingly it is something that isn't talked about in health professional trainings. *Until your workshop, no one taught us how to speak in a way that makes a difference in a patient's recovery.* I know that these simple and practical changes will make a difference in the care I provide."

Chaplain Ginny Bonner, Tucson Heart Hospital, Tucson, AZ

**The following groups and organizations
are among the many who have taken
Verbal First Aid™ Training**

Judith Simon Prager, Ph.D., Trainer, www.judithprager.com

- American College of Emergency Physicians 32nd Annual Scientific Assembly
- Children's Hospital of Orange County, CA, Grand Rounds CME
- Indianapolis Board of Education—trainers for school nurses
- Physicians and Surgeons (CME) at Glendale Memorial Hospital, CA
- Emergency Department, Hospital Administration, and Environmental Services at Advocate Christ Medical Center, Chicago, IL
- Pediatric interns at Cedars-Sinai Medical Center, Los Angeles, CA
- Domestic Violence Nurses Coalition Against Violence and Abuse, South Bay, CA
- University of Arizona Medical Center, Tucson, AZ
- University of Illinois, Chicago, Medical Center, ED personnel and clergy
- University of Oklahoma Nursing School, EMTs, Veterans Hospital nurses
- Focused Health Solutions, Chicago, IL, health coaches for major corporations
- National Association of Police Organizations (NAPO) Annual Conference
- National Epilepsy Foundation
- One-hour video nurses training at 2,200 hospitals, Primedia Workplace Learning
- Southwest Trauma Conference (SATNET) 2006
- South Dakota Emergency Medical Technicians Association (SDEMTA)
- Psychiatric Nurses at New York University Hospital immediately after September 11th
- Tucson Heart Hospital, Tucson, AZ
- Michigan State Police Academy First Aid trainer: mandated Academy Training
- Tucson Fire Department, Phoenix Fire Department
- Los Angeles Fire Department, Peer Support for Critical Stress Incident Management (CSIM)
- The European College of Osteopathy, Graduate Students Maidstone, England. GB
- PsychCn, the largest psychological institute in Beijing, China and The International Symposium of Crisis Intervention in Beijing 2008