



CE Webinar

De-Escalation & Conflict Resolution Approaches for Families & Care Teams

KEY INSIGHTS
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connections
— by At Your Side —

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ABOUT THE SESSION: Conflict and communication breakdowns can disrupt care plans, strain relationships, and impact outcomes—especially during care transitions or periods of decline. This webinar explored practical strategies, including proactive collaboration, empathetic communication, and clear expectations, to reduce conflict and strengthen care coordination.

INSIGHTS & RESOURCES

Recognize common sources of conflict among families, caregivers, and healthcare providers.

- Conflict often stems from inconsistent communication, unclear roles, differing expectations, competing care priorities, and disagreements about treatment or resident/client preferences.
- Changes in condition, caregiver stress, cultural or personal differences, and loss of trust can further intensify emotionally charged situations.
- Proactive communication and clearly defined responsibilities can help reduce misunderstandings before they escalate.

Apply practical de-escalation techniques during emotionally charged care situations.

- Remain calm and respectful, use nonthreatening body language, maintain appropriate personal space, and avoid arguing, challenging, or becoming defensive.
- Listen without interrupting, acknowledge emotions, allow time for the person to respond, and use clear, simple language.
- Reduce environmental triggers when possible, offer reasonable choices, explain next steps, and seek additional assistance when necessary.

Utilize structured communication tools to improve clarity, collaboration, and problem-solving.

- Consistent communication helps build trust by keeping residents, clients, and families informed, included, and prepared.
- Service recovery approaches should include listening, acknowledging concerns, apologizing when appropriate, clarifying facts, addressing immediate needs, and communicating follow-up expectations.
- Structured tools such as teach-back, clear escalation pathways, and the LEARN approach can support more consistent responses across care teams.

Strengthen care transitions through aligned expectations and proactive engagement strategies.

- Clear expectations about roles, care plans, follow-up, medications, and family communication can reduce confusion and conflict during transitions.
- Partner-aligned training and communication protocols promote shared accountability and greater consistency across caregivers, healthcare providers, families, and community partners.
- Real-world scenarios, role-playing, coaching, and mentoring help caregivers practice de-escalation and conflict-resolution skills and apply them confidently in daily care.

RESOURCES:

[“De-escalation Techniques to Go from Hostile to Harmonious.”](#)
Lauren Stenson, December 4, 2024. Provider Magazine.

[Coping with agitation, aggression, and sundowning in Alzheimer’s disease.](#) (NIH)

[14 ways to de-escalate a tense caregiving situation: Expert advice on handling difficult moments with loved ones to ensure a calmer caregiving \(AARP\)](#)

[Positive Approach to Care®](#)