



Reframing Agitation and Aggression: Understanding the “Why” and Practical Applications

General Course 2 CE credits

Location: National Council of Jewish Women – New York
241 West 72 Street New York, NY 10023
New York, NY 10128

Date: March 11th, 2026

Time: 5:00pm – 8:00pm ET

Course Description: Individuals living with Alzheimer’s disease and other neurodegenerative conditions may experience episodes of agitation or aggression. While these behaviors are sometimes misunderstood as being within the person’s control, they are in fact a result of changes in the brain that affect comprehension, communication, and coping abilities. This general course reframes agitation and aggression as responsive behaviors—signals that the person is experiencing distress.

We will also be joined by Renewal Memory Partner’s, Director of Caregiver Support, Dasha Kiper to discuss the caregiving experience of agitation and aggression in dementia-related illness. By understanding these behaviors as expressions of unmet needs, care teams can work to identify potential triggers and respond in ways that prioritize comfort, safety, and dignity. Dasha Kiper will discuss the caregivers experience, specifically how challenging it is for families to change their communication style and sustain flexibility and compassion when living with the chronic stress of caring for someone with a neurodegenerative illness. In addition to caregivers understanding their role in preventing and alleviating agitation and aggression, we discuss the unique experience of caregivers and brainstorm how caregivers can take steps to care for themselves, in addition to their client or loved one.



Through case vignettes and group discussions, participants will explore common expressions of agitation and aggression and what the individual may be trying to communicate. The course will also provide guidance on developing personalized de-escalation strategies and creating effective safety plans tailored to the individual's needs. This is a fully interactive live webinar. Attendees will have opportunities to ask questions, take part in instructor-led discussions, analyze case scenarios, and engage in a dedicated Q&A session.

From this workshop you will be able to:

1. Explain how neurodegenerative diseases impact communication and contribute to behaviors such as agitation and aggression.
2. Identify common medical, environmental, and caregiving triggers that may cause distress.
3. Interpret what individuals with dementia may be trying to communicate through these behaviors caused by medical, environmental, or caregiving triggers.
4. Develop personalized de-escalation strategies for caregivers that reduce distress and promote safety.
5. Effectively empathize with and create systems to address caregivers' distress.

Workshop agenda:

- 5:50 – 6:20** – Explore how dementia affects perception, orientation, and emotional regulation
- 6:20 – 6:40** – List some of the most common causes for agitation and aggression and actionable steps to prevent it
- 6:40 – 7:10** – Practice in the moment de-escalation and negotiation techniques
- 7:10 – 7:20** – 10 minute break
- 7:20-8:00** – Caregiving perspective and self-care strategies

Program Goals and Target Audience: To educate CCM board-certified case managers, social workers, paraprofessionals, and health care professionals of all levels about dementia care and supporting those affected by dementia-related illnesses.

Content Level: Beginner, Intermediate, Advanced



Presenter Bio: Leah Daly

Leah is the Senior Manager, Educational Programs and Services at AFA. She received her MPH from Columbia University and her Bachelors of Science in Environmental Public Health from the University of Michigan. She's been featured on numerous television, radio, and online news platforms discussing Alzheimer's disease and related dementias. She's passionate about creating educational programming that is informative and compelling to any audience, no matter the topic. She's worked in education, community capacity building, and public health for over a decade. She especially enjoys creating and facilitating trainings for the community.

Fee and Registration Information: Cost is FREE and includes 2 CE credits. To begin registration follow this link: <https://alzfdn.org/event/reframing-agitation-and-aggression-understanding-the-why-and-practical-applications/>

Cancellations are appreciated 24 hours in advance of the workshop.

Course Completion and CE Information

Course completion requirements:

- Licensed social workers must attend the entire course and complete an online course evaluation which will be emailed to all attendees after the workshop.
- Other professionals seeking CEs must also attend the entire course and complete the online evaluation.

Certificates of completion will be emailed within 10 business days of course completion.

- Alzheimer's Foundation of America, Inc. 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 #0222.
- This program is under pre-approval by The Commission for Case Manager Certification to provide continuing education credit to CCM® board certified case managers.

For questions, concerns, or to request special accommodations, please call: 866-232-8484 or email AFA's Education team – education@alzfdn.org.

This program will provide information for case managers and other professionals to address a very common behavioral expression among those who have a cognitive impairment. This will allow for case managers to provide information to their clients about behaviors or practices can cause agitation or aggression, ways to address agitation or aggression, and how this will affect caregivers.