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**FEI Presenting at the NATSAP 2020 Conference
on Using a Trauma-Informed Approaches to Communication**

Is the Way You're Communicating Affecting Behavior?

January 22, 2020, Milwaukee, Wis. — FEI Behavioral Health, a social enterprise with a 40-year history of providing programs and services that improve workforce resilience, is presenting at the **NATSAP 2020 Conference**.

NATSAP, The National Association of Therapeutic Schools and Programs, serves as an advocate and resource for organizations that devote themselves to society's need for the effective care and education of struggling young people and their families.

The conference runs from February 5-7, 2020, at the Renaissance Esmeralda Resort and Spa in Palm Springs, California. FEI Senior Director Terri Howard will present "***Is the Way You're Communicating Affecting Behavior?***" on Friday, from 8:45-10 a.m.

Howard will discuss how using a trauma-informed approach to communication can encourage positive outcomes. Participants will explore how this approach can help them engage with young people in ways that support dignity and respect. Attendees will also participate in exercises surrounding listening and messaging and explore reactionary tools that help promote optimal results.

Howard is a corporate management executive with more than two decades of experience in organizational development. She has provided training and consultation for nonprofit organizations, Fortune 500 companies, the government and institutions of higher learning around the country. Her topics have included implicit bias, bullying and harassment, anger management, workplace violence prevention, leadership development and teamwork. Her relaxed style and informal approach create an engaging learning environment for participants.

For more information about the conference or FEI's participation, please visit [NATSAP's 2020 Annual Conference](#).

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FEI has a 40-year history in enhancing workforce resiliency by offering a full spectrum of solutions, from employee assistance programs (EAPs) and organizational development to workplace violence prevention and crisis management. One of the most successful social enterprises in America, FEI was created by the Alliance for Strong Families and Communities, a national network of social sector organizations working to achieve its vision of a healthy and equitable society. Visit www.feinet.com for additional information.