Forum-ula 2016

By Judith Schubert, CPI President

I am thrilled to introduce our theme for the upcoming issues of the Instructor Forum. We have considered your needs and organized our approach for this key communication vehicle. Allow me to present the CPI Instructor Association FORUM for 2016:

Facilitation excellence

CPI training is designed in a distinct way to promote transfer of learning to varied workplace circumstances. While you learn about facilitation formulas when you attend training, we continue to learn how different teaching strategies impact learner retention and application of concepts from our interactions with Instructors. We will share our continually evolving expertise with you in the Aiming for Excellence corner and through tips to stimulate your thinking about training methods.

Organization insights

CPI is an organization employing over 200 impassioned people committed to helping professionals like you promote Care, Welfare, Safety, and SecuritySM through ongoing workplace training processes.

Your introduction to CPI may have been when a Support team member registered you for a program, or meeting the Global Professional Instructor at your certification program. You may have also experienced the CPI vibe through connections with our Training Coordinators who have organized on-site programs, our IT wizards who help you implement blended learning, or our Quality & Validation assessors who provide documentation assistance. You may be among hundreds of Instructors who connect each week, via phone or email, with the CPI Instructor Association to discuss training challenges and request resources.

But you may only know a fraction of the collective efforts orchestrated to support all that you do. We want to introduce you to other CPI team members in research, development, creative messaging, program planning, materials shipping, and yes, even finance/accounting. In future issues of the FORUM, you will meet more of the CPI family—and the work they do to support what you do. We recognize you as a member of a worldwide CPI Instructor Association, and we’ll share data points that connect you to your larger CPI Instructor Community. We’ll also continue to advise you about future training opportunities and resources.

Relevant resources

CPI is committed to increasing the relevance of training facilitated at organizations through the provision of supplementary resources. Members of

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the CPI Instructor Association benefit from our curation of resources, which connect emerging trends and research to training concepts in varied workplace realities. Our Training Leadership Team will share insights about resources with proven value to CPI Certified Instructors.

Understanding Instructor standards and benefits

This Instructor Forum will speak to more than 30,000 professionals like you who have achieved CPI Instructor status. There are likely to be varying levels of understanding (and commitment) to standards for training espoused by the CPI Instructor Association. The resultant benefits of CPI training quality standards will only be truly achieved when CPI Certified Instructors understand how key training implementation factors contribute to global practice improvements.

Look to the Instructor Forum to help you better understand training quality standards and benefits of being a part of the largest Instructor Association dedicated to promoting Care, Welfare, Safety, and SecuritySM for all involved in crisis situations. CPI’s Director of Quality and Validation will ensure you have necessary insight to benefit from your Instructor Association affiliation.

Exploring the Values of the CPI Instructor Association

By Julie Porter, Director, Certified Instructor Association

Your Certified Instructor Association membership offers you many benefits, from the newsletter you’re reading right now to a wealth of online resources and ongoing support. The Instructor Association was made to benefit you, the over 30,000 Certified Instructors around the world.

The Association is designed to engage you and further your professional development as Nonviolent Crisis Intervention® Instructors. Associations are formed to facilitate an exchange of views and to provide a forum for like-minded individuals to advance their objectives.

Certified Instructors can now connect and collaborate in the Instructor Community, a members-only professional development networking site hosted by Yammer. Click the Community link on your My Account page on crisisprevention.com to sign up and receive an email with the registration steps. Once you’re registered, you’ll join professionals from around the world and get help with challenging training questions.

Exchange ideas, experiences, and strategies. Share the expertise and knowledge you have gained within your organization. Post your questions. If you ask it, they will respond.

Join networking groups that align with your values, and connect with other Instructors that have that same passion.

At the Instructor Association Conference (hosted every two years), we learn so much, and Instructors learn from and make lasting connections with one another. We are committed to looking for new ways to connect Instructors to one another for your ongoing training implementation and your professional development.

We’ll be reflecting on all the Certified Instructor Association values in this column throughout 2016. We hope to inspire you to connect, engage, and explore the wealth of experiences from around the world. Remember, only 6 degrees separate us from each other!
Certified Instructors: A History of Dedication and Learning

By AlGene Caraulia, Vice President GPG

Why does CPI do what it does? I’m not asking why we teach Nonviolent Crisis Intervention® training. I am asking why we have certified more than 30,000 professionals around the world to teach the Nonviolent Crisis Intervention® program. Before we can answer why, perhaps it would be helpful for us to look back.

CPI began to explore the idea of teaching professionals to be Nonviolent Crisis Intervention® trainers as early as 1984. Back then, the only way a professional could receive CPI content was through direct delivery or in an open program. That meant the number of professionals who could access the content was limited to the number of CPI Professional Staff Instructors available for the training (there were four of us back then).

We needed to find a way that allowed for more professionals to receive training. Fortunately, our founders (AlGene Caraulia, Sr., Gene Wyka, and Gene T. Wyka) recognized this challenge. Their solution? Certify professionals as Instructors to teach the program within their organizations. In 1986, after a couple of years of testing, CPI launched the Nonviolent Crisis Intervention® Instructor Certification Program.

The original thinking was simple.

1. Expand the reach of the Nonviolent Crisis Intervention® message to improve the care of persons in crisis.

2. Help professionals in care environments to feel safe, secure, and confident. If professionals have added confidence and security, they are better positioned to support the overall welfare of those that they are responsible for.

The impact surprised the entire CPI team. Examining the responses of those seminal Certified Instructors, we found that they:

**Improved teamwork and care.**

Certified Instructors developed consistency in approach while helping colleagues build a deeper understanding of the skills necessary for improving outcomes. They were in a position to facilitate the development of safe, respectful, nonharmful interventions—all of which aligned with their duty of care.

**Enriched their workplace cultures.**

Since Certified Instructors were also employees, they had an intimate knowledge of culture, policy, procedures, and other forces that impacted care. This knowledge allowed them to develop a message that resonated with staff while balancing the needs of the organization. This led to shifts in their organizational cultures.

**Showed us the reach of their dedication and impact.**

Certified Instructors also helped us understand their deep commitment and ownership of the responsibilities that accompany this certification. Of course, we all understood the importance of prevention, communication, de-escalation, and risk management. However, those pioneering Instructors connected duty of care with emotional and physical safety. Intrinsically, we understood these responsibilities. However, their commitment taught us more about the potential impact of workplace-based Certified Instructors.

I’m excited that CPI has continued to learn and grow over these 30+ years. In the coming issues of the CPI Instructor Forum, I will share insights gained from YOU, the standard bearers who stand on the frontline of improving the lives of those at risk and most vulnerable, with the expressed purpose of answering more of the why.
Instructor Impact

By Jeff Schill, Director
Professional Development

Every morning when I walk into the doors of CPI, I remind myself of our impact on the world. What we are doing is staggering and has the potential to make a difference in so many ways. We are not simply doing a training or providing a service. We are changing cultures and impacting lives.

Let’s say you train 20 people today in the Nonviolent Crisis Intervention® program. That is 20 people you are sending out there to spread the message of Care, Welfare, Safety, and Security™. Let’s say those 20 people come in contact with 20 more today at work and through their actions inspire those people to spread Care, Welfare, Safety, and Security™. That’s 40 people you have impacted today!

Every time you train, you have the ability to inspire and educate those around you. You have the ability to influence your colleagues, coworkers, and the overall culture of your organization. They, in turn, have the ability to provide better care and services for those they serve. Your training does make a difference.

I do what I do every day because I believe in the power of this program. I believe in the ability of others to change lives. I believe that if our actions are loud enough, we can change the world. 10 million people trained in this program—10 million people dedicated to spreading the message of this program. That is why I come to work every day, to support people like you who are as passionate as I am about helping others. And I never want that to change.

I dedicate this column to reminding us all of why we train and the impact we have on others. To remind us that no matter where we are or how often we train, we are making a difference. In upcoming issues I hope to share stories and examples of those who inspire me to change lives. Thank you for all that you do.

17,000 Organizations Utilizing CPI
30,000 Active Certified Instructors
10 Million Professionals Trained
Layering Learning

By Pam Sikorski, Associate Director, Resource Specialist

Welcome to the Layering Learning column. The plan for this standard section of the Instructor Forum in 2016 is to assist you as Certified Instructors along with your participants in taking understanding and application of course content to the next level.

When you think of the terms “layers” or “layering,” maybe your mind immediately wanders to fashion—where a layered look is often thought of as a richer and more interesting one. Or maybe you prefer the baking analogy, where additions to a layered cake give it greater depth and complexity. In the world of adult learning, the concept of layering is useful as we explore who needs what kinds of knowledge and skills within your organizations and how we can successfully build from a strong foundation of training that we provide.

In this issue, I’ll introduce you to the concept of “curation” and some upcoming work we’ll be doing in that area. In the remaining quarterly publications this year, we’ll take a closer look at fostering learning progression in between your formal training opportunities, how to effectively use CPI products and resources for meaningful outcomes when layering your participants’ learning, and tailoring training to the different audiences within your organization.

One of the hats I wear as the Resource Specialist for CPI is that of a curator—a guardian and overseer of our collection of resources. I share knowledge while adding new insights to that gathered information.

As discussed in the January 2016 issue of TD magazine, it is the job of a curator to aggregate, distill, and remix existing content to show how it applies to new situations or specific contexts. Bob Baker in his foreword to the book Ready, Set, Curate, edited by Ben Betts and Allison Anderson, talks about how curators “lead learners to valuable learning artifacts and help make sense of them.”

Betts and Anderson in both their article and book take a look at the multiple functions of curation:

- Inspire action and deeper involvement.
- Instruct.
- Help people implement/get a job done.
- Integrate new knowledge with previous experiences.

At CPI, we are dedicated to using the curation process to support your development as Nonviolent Crisis Intervention® Certified Instructors. Watch the Training Center and the Virtual Training Kit section on your My Account page on our website this year for some exciting results of this initiative.

As always, you can also reach me by phone (414.979.7100) or email (psikorski@crisisprevention.com) if you are looking for something in particular to support your training efforts.

CPI Global Professional Instructor Dianne “Sweet Pea” Link shares a smile with two participants from a training in Fort Worth, Texas in October. Dianne is joined by Jamias “Jay” Pitt (on left) and Sedric Reed (on right) from Texas Health Fort Worth.
In the previous Instructor Forum, the why and the benefits of standards were addressed. This year, it’s about Standing Up for Standards, and the focus is on the connection of standards and quality training.

At this time, I would like to introduce a colleague, Kathy Clark. As a member of the Quality and Validation Department, Kathy brings a unique set of skills that helps you maintain Active Instructor Status through your renewal process. Here are her reflections on the value of attending an Instructor renewal program.

**Renewal benefits include:**

- Continued skill development to boost your expertise as a Certified Instructor and avoid training drift.
- Helping your organization meet legislation/regulations/accrediting body demands.
- Connecting with fellow Instructors to share experiences and build upon other options and solutions.
- Expanding on techniques that together will create a safer environment for staff and clients.
- With a greater continuum of interventions, a reduction of liability exposure for your organization.
- Ensuring fidelity within your organization’s Instructor team.
- Flexibility to customize and tailor your training programs to meet staff needs.
- Strengthening your value as the workplace-based trainer.

Be a Part of Something BIG

2016 . . . a new beginning. The time for renewing, resolutions, or trying something new. What objectives are you seeking to tackle this year? As a society, we have high ambitions of wanting to achieve our goals in order to find personal satisfaction, doing something for the betterment of self or others. Why not aim to attend an Instructor renewal course? For 2016, let’s take advantage of the benefits of joining a Nonviolent Crisis Intervention® training program.

Be a part of something BIG that makes a difference. Join the thousands who’ve already upgraded their certification by renewing at a Nonviolent Crisis Intervention® training program. Our schedule of dates and locations can be found at crisisprevention.com.
Aiming for Excellence – Wisdom for Workplace-Based Trainers

By Susan Keith, Associate Director, Development Specialist

According to one survey of learning and development professionals, only 34% of trainees apply what they’ve learned to the workplace one year after training (Saks & Belcourt, 2006).

This percentage may be eye opening and discouraging at the same time. As Certified Instructors responsible for delivering effective Nonviolent Crisis Intervention® training, we want our staff to use the knowledge, skills, and attitude learned during training in their daily practice as professionals. We have a vested interest in staff using these skills to improve the quality of care for the individuals we support.

CPI training is designed specifically to impact learning transfer to workplace practice. We have expertise not only in program content, but also in how to effectively facilitate this content during the training event. What happens within the program sets the stage for learning transfer. The question then becomes: How do we promote and support the application of this learning outside the confines of the training room?

Learning (or training) transfer can be described as acquiring knowledge or skills in one context that enhances a person’s performance in another context.

Here are a few tips to prepare your learners for the training experience and set the stage for transfer:

- Provide realistic information prior to training. For example, share program objectives.
- Allow trainees to provide input. Adult learners want to know “What’s in it for me?”
- Communicate the company’s expectations.
- Discuss why your organization implements Nonviolent Crisis Intervention® training. Even if you have been using the program for years, staff can benefit from a renewed focus on Care, Welfare, Safety, and SecuritySM.

Look to this corner or column of the Instructor Forum for concrete strategies you can use to improve your expertise and promote learning transfer before, during, and after the training event itself.

Reference
Nonviolent Crisis Intervention® Training Program Upcoming Dates and Locations

All programs are held Tuesday through Friday except where indicated. (*Indicates Monday–Thursday program)

- Austin, TX • March 21–24*
- Cedar Rapids, IA • March 21–24*
- Grand Rapids, MI • March 21–24*
- Halifax, NS • March 21–24*
- Oklahoma City, OK • March 21–24*
- Seattle, WA • March 21–24*
- Brookville, OH • March 22–25
- Crown Point, IN • March 22–25
- Dallas, TX • March 29–April 1
- Indianapolis, IN • March 29–April 1
- Kansas City, MO • March 29–April 1
- Little Rock, AR • March 29–April 1
- Omaha, NE • March 29–April 1
- San Diego, CA • March 29–April 1
- Tucson, AZ • March 29–April 1
- Vancouver, BC • March 29–April 1
- Baltimore, MD • April 5–8
- Baton Rouge, LA • April 5–8
- Calgary, AB • April 5–8
- Las Vegas, NV • April 5–8
- Oregon, OR • April 5–8
- Ottawa, ON • April 5–8
- Portland, OR • April 5–8
- Saginaw, MI • April 5–8
- Springfield, IL • April 5–8
- Wichita, KS • April 5–8
- Sioux City, IA • April 11–14*
- Boise, ID • April 12–15
- Chicago (Evaston), IL • April 12–15
- Denver, CO • April 12–15
- Fargo, ND • April 12–15
- Fort Wayne, IN • April 12–15
- Rochester, MN • April 12–15
- San Francisco, CA • April 12–15
- Atlanta, GA • April 19–22
- Hamilton, ON • April 19–22
- Los Angeles, CA • April 19–22
- Madison, WI • April 19–22
- Regina, SK • April 19–22
- San Antonio, TX • April 19–22
- Sioux Falls, SD • April 19–22
- Springfield, MO • April 19–22
- Cincinnati, OH • April 25–28*
- Baltimore, MD • April 26–29
- El Paso, TX • April 26–29
- Orlando, FL • April 26–29
- Philadelphia, PA • April 26–29
- Providence, RI • April 26–29
- Bridgeport, WV • May 3–6
- Charleston, IL • May 3–6
- Charlotte, NC • May 3–6
- Cumberland, MD • May 3–6
- Nashville, TN • May 3–6
- Phoenix, AZ • May 3–6
- Plainview (Long Island), NY • May 3–6
- Sudbury, ON • May 3–6
- Westminster, MD • May 3–6
- Birmingham, AL • May 10–13
- Boston, MA • May 10–13
- Calgary, AB • May 10–13
- Detroit, MI • May 10–13
- Lexington, KY • May 10–13
- New Brunswick, NJ • May 10–13
- Scottsboro, IN • May 10–13
- Biloxi, MS • May 17–20
- Columbus, OH • May 17–20
- Minneapolis, MN • May 17–20
- New York City, NY • May 17–20
- Pittsburgh, PA • May 17–20
- Sacramento, CA • May 17–20
- Buffalo, NY • May 23–26*
- Fort Lauderdale, FL • May 23–26*
- Greensboro, NC • May 23–26*
- Houston, TX • May 23–26*
- Memphis, TN • May 23–26*
- Washington, DC • May 23–26*
- Ogallala, NE • May 24–27
- Allentown, PA • May 31–June 3
- Chattanooga, TN • May 31–June 3
- Columbia, SC • May 31–June 3
- El Dorado, KS • May 31–June 3
- Springfield, MA • May 31–June 3
- Tallahassee, FL • May 31–June 3
- Elgin, IL • June 6–9*
- Cleveland, OH • June 7–10
- Macon, GA • June 7–10
- Quebec City, QC • June 7–10
  (taught in French)
- Richmond, VA • June 7–10
- White Plains, NY • June 7–10
- Winnipeg, MB • June 7–10
- Cedar Rapids, IA • June 13–16*
- Cuyahoga Falls, OH • June 13–16*
- Salt Lake City, UT • June 13–16*
- Ashville, NC • June 14–17
- Chicago (Oak Brook), IL • June 14–17
- Halifas, NS • June 14–17
- Littleton, CO • June 14–17
- Newark, NJ • June 14–17
- Sterling, IL • June 14–17
- St. Louis, MO • June 14–17
- Duluth, MN • June 20–23*
- Holland, MI • June 20–23*
- Brockton, MA • June 21–24
- Burlington, VT • June 21–24
- Colorado Springs, CO • June 21–24
- Columbia City, IN • June 21–24
- Edgerton, WI • June 21–24
- Harrisburg, PA • June 21–24
- Kalamazoo, MI • June 21–24
- Vancouver, BC • June 21–24
- Dallas, TX • June 27–30*
- Des Moines, IA • June 27–30*
- Erie, PA • June 27–30*
- San Bernardino, CA • June 27–30*

To register, please call CPI at: US and Canada 877.877.5390 • UK 0800 89 1874 • Ireland 1800 558 077 • New Zealand 0800 449 187 • Australia 1800 553 247