



nonviolent crisis intervention  
a CPI specialized offering

2012

Instructor  
Excellence

*Renewal Planning Guide*



# Instructor Support You Can Count On!

As a *Nonviolent Crisis Intervention*® Certified Instructor and a member of the CPI Instructor Association, you can count on CPI to provide you with ongoing support and access to the tools you need to succeed.

## Outstanding Membership Benefits.

Your membership entitles you to many outstanding benefits, including opportunities to:

- **Consult with CPI Global Professional Instructors free of charge regarding training and crisis intervention issues.**
- **Access free monthly eLearning sessions to expand upon learning and aid in ongoing professional development.**
- **Attend free classroom refreshers at programs scheduled regularly in 150 locations.**
- **Train your staff with CPI's *Nonviolent Crisis Intervention*® hybrid training—a popular delivery option that combines web-based and classroom instruction.**
- **Access online training resources in the Instructor-only Training Center, including:**
  - Video clips of all physical intervention skills taught.
  - Regular legislative updates.
  - How-to guides for training activities.
  - Tips and tools for training preparation, delivery, and documentation.
  - Templates for developing policies and procedures.
  - Continually updated article library.
- **Remain at the forefront of emerging issues with a complimentary subscription to the *Journal of Safe Management of Disruptive and Assaultive Behavior (JSM)*.**
- **Document all training activities, including an online documentation option.**
- **Stay connected to other CPI Instructors via the online CPI Instructor Association Community site (see details on page 3).**
- **Receive substantial discounts on CPI training resources.**



Built behind the security of **crisisprevention.com**, the Instructor Association Community allows you to connect with like-minded professionals in similar work environments who share your passion and get what you do. The Community offers a variety of ways for you to engage with other Instructors. The tabs across the top of the home page highlight the main options, such as:



### Members

You can search for any Instructor just by clicking on the Members tab and entering a first or last name.

### Blogs

Anyone in the Community can publish a blog. Share stories, experiences, and thought-provoking ideas.

### Forums

Start a conversation by posting to one of the forums within the site, or join conversations created by other members.

### Media

Share images for others to see, like examples of your training flyers or photos of one of your classroom sessions.

### Groups

Each group can contain its own forums, blogs, and media library, making it easy to focus on your interests.

## Get Started Today.

Joining the Community is easy! Just log in to **crisisprevention.com** as you normally do, and click on the Instructor Community link in the blue menu bar. The first thing you'll want to do is **set up your profile**. Just follow the step-by-step directions to give your colleagues the basic information they need to find you and connect.

## Experience the Community.

We hope you will take advantage of this unique benefit of your Instructor certification. If you haven't yet, log in to **crisisprevention.com** and experience it for yourself! If you have any questions, just call **877.877.5390** or email **instructor@crisisprevention.com**.

# Set Your Training Goals.

The pursuit of training excellence starts with a plan. As a *Nonviolent Crisis Intervention*<sup>®</sup> Certified Instructor, the time to begin planning and set your annual training goals is now! Planning ahead will help you:



- **Select a renewal option most relevant to your needs.**
- **Schedule your training at the most convenient time and location.**
- **Assure the availability of the course that interests you.**
- **Obtain budget approval and administrative support.**
- **Set professional goals and make this year your year to excel.**

This guide provides a review of your Instructor Excellence Renewal requirements and details the available course options.

## Understanding the Renewal Cycle.

Your renewal cycle begins on the day of your original certification. Your cycle resets whenever you successfully complete a qualifying Instructor Excellence Renewal Course. Throughout the renewal cycle, if we haven't already heard from you, we will contact you 60 to 90 days before each due date so there will be ample time to fulfill your requirements.

More detailed information about the renewal cycle is available at **crisisprevention.com**, but the graphic below provides a visual overview of the basic renewal requirements.

### Year 4

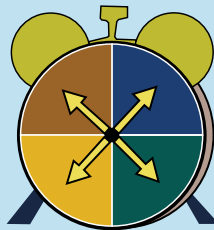
#### ***Before four-year anniversary***

Must submit at least 18 hours of training (two-program minimum) and annual membership fee, and **successfully complete an Instructor Excellence Renewal Course.**

### Year 3

#### ***Before three-year anniversary***

Must submit at least 18 hours of training (two-program minimum) and annual membership fee.



### Year 1

#### ***Before one-year anniversary***

Must submit at least 18 hours of training (two-program minimum) and annual membership fee.

### Year 2

#### ***Before two-year anniversary***

Must submit at least 18 hours of training (two-program minimum) and annual membership fee, and **successfully complete the free online exam or an Instructor Excellence Renewal Course.**

## Meeting the Instructor Excellence Renewal Requirements.

As you may know, the Instructor Excellence Renewal Process is CPI's system of renewing certification for *Nonviolent Crisis Intervention*® Certified Instructors. Its purpose is to establish the standard of training as a process, help you improve your skills, and maintain the integrity of the program's core content. The process includes three measurable requirements—Teaching Hours, Competency-Based Testing, and Ongoing Training/Practical Testing.

### Ongoing Training/Practical Testing

The 2012 Instructor Excellence Renewal Course options are:

- Option 1: **New!** *Trauma-Informed Care: Implications for CPI's Crisis Development Model*™  
Examine trauma's influence on behavior and give staff strategies and approaches to help build a culture of care that is trauma informed and person centered for all stakeholders. (See pages 6–7.)
- Option 2: *Autism Spectrum Disorders: Applications of Nonviolent Crisis Intervention*® Training  
Tailor your training to address the unique needs of staff who support individuals with autism spectrum disorders or related communication disabilities. (See pages 8–9.)
- Option 3: *Enhancing Verbal Skills: Applications of Life Space Crisis Intervention*™  
Help break the conflict cycle by connecting *Nonviolent Crisis Intervention*® training fundamentals with Life Space Crisis Intervention concepts. (See pages 10–11.)
- Option 4: *Applied Physical Training*™  
Increase your skills and enhance your confidence to train physical intervention strategies with this intensive program. (See pages 12–13.)
- Option 5: **New!** *Nonviolent Crisis Intervention*® Hybrid Renewal  
Experience *Nonviolent Crisis Intervention*® hybrid training as a participant and become authorized to deliver initial and refresher training using this unique eLearning option. (See pages 14–15.)
- Option 6: *Three-Day Nonviolent Crisis Intervention*® Renewal Program  
Improve your Instructor skills by re-examining and reviewing the basic *Nonviolent Crisis Intervention*® training program. (See pages 16–17.)
- Option 7: *ProficiencyPlus*  
Minimize time away from your workplace by completing the comprehensive *ProficiencyPlus* exam and attending a one-day classroom session. (See pages 18–19.)

# trauma-informed care:

implications for CPI's *crisis development model*<sup>SM</sup>



## Help Build a Trauma-Informed Culture of Care.

Trauma-Informed Care: Implications for CPI's *Crisis Development Model*<sup>SM</sup> examines the influence of trauma on behavior and offers strategies and staff approaches to promote a culture of care that is trauma informed and person centered for all stakeholders, including family members who support

those in care. With a better understanding of the function of the behavior, you can better serve those who have experienced trauma.

## Examine Trauma's Impact on Behavior.

During the course, you will:

- **Develop an understanding of critical concepts specific to trauma-informed care and the resulting implications for the CPI *Crisis Development Model*<sup>SM</sup> and *Nonviolent Crisis Intervention*<sup>®</sup> training.**
- **Assist staff in understanding the influence of trauma on a person's behavior.**
- **Identify potential changes to adapt the environment based on a trauma-informed perspective.**
- **Assist staff in understanding the influence of trauma on development, the brain, and cognition.**
- **Learn support strategies that foster resilience and help individuals in care develop self-regulation, coping skills, and compensatory skills.**
- **Review, strengthen, and extend core content, concepts, and understanding of the *Nonviolent Crisis Intervention*<sup>®</sup> training.**
- **Review and be tested on physical competencies for CPI's *Personal Safety Techniques*<sup>SM</sup> and *Nonviolent Physical Crisis Intervention*<sup>SM</sup>.**

## Consider This Renewal Option if You:

- Work in a facility that supports individuals who have been impacted by psychological trauma.
- Are interested in helping staff foster resilience and recovery, as well as in making a positive impact on the care environment.
- Would like additional strategies that will help you tailor *Nonviolent Crisis Intervention*<sup>®</sup> training to staff who support individuals impacted by psychological trauma.
- Are a Certified Instructor who has taught a minimum of 18 hours of training at your organization.

## Receive Your FREE Instructor Kit!

When you attend this training, you'll receive an Instructor Kit with resources to help you incorporate content from this program into staff refresher training, including:

- **Trauma-Informed Care: Implications for CPI's Crisis Development Model<sup>SM</sup> Refresher Electronic Presentation**
- **Refresher Workbooks (10) and Leader's Guide (1)**
- **Refresher Manual pages containing a variety of sample activities and important supplemental information**
- **Volume XVII, Issue I of the *Journal of Safe Management of Disruptive and Assaultive Behavior: Trauma-Informed Care***
- **Competency-Based Training Tool Kit**



### 2012 Trauma-Informed Care: Implications for CPI's Crisis Development Model<sup>SM</sup> Programs

**Boston, MA** • Jan. 17–19

**Dallas, TX** • Feb. 7–9

**Edmonton, AB** • Feb. 14–16

**Cleveland, OH** • Mar. 13–15

**Denver, CO** • Apr. 17–19

**Ottawa, ON** • June 5–7

**Phoenix, AZ** • July 10–12

**Chicago (Oak Brook), IL** • July 17–19

**Greensboro, NC** • Aug. 14–16

**Toronto, ON** • Oct. 16–18

**Detroit, MI** • Oct. 30–Nov. 1

For more information, call 877.877.5390.

# autism spectrum disorders

applications of *nonviolent crisis intervention*<sup>®</sup> training



## Build Bridges Between Two Worlds.

This three-day renewal enhances your ability to tailor *Nonviolent Crisis Intervention*<sup>®</sup> training to address the unique needs of staff who support individuals with autism spectrum disorders (ASD) or related communication disabilities. The program incorporates a variety of autism-specific skills, such as Positive Behavioral Interventions and Supports (PBIS), functional behavioral assessment, and support for the individual with self-injurious behavior.

## Connect Concepts and Build Staff Support Skills.

During the course, you will:

- **Apply and practice strategies as they relate to *Nonviolent Crisis Intervention*<sup>®</sup> training concepts.**
- **Gain a deeper understanding about why behaviors occur, how to appropriately intervene, and how to structure the Postvention process.**
- **Explore appropriate adaptations and interventions to address the needs of individuals with ASD.**
- **Problem solve a variety of scenarios that staff may encounter.**
- **Review and be tested on physical competencies for CPI's *Personal Safety Techniques*<sup>SM</sup> and *Nonviolent Physical Crisis Intervention*<sup>SM</sup>.**

## Consider This Renewal Option if You:

- **Want additional strategies that will help you tailor the *Nonviolent Crisis Intervention*<sup>®</sup> training for staff who support individuals with ASD.**
- **Work in education, residential services, MR/DD services, group homes, community agencies, or any organization supporting people with ASD.**
- **Are interested in proactively preparing for the possibility of working with individuals with ASD in the future.**
- **Are a Certified Instructor who has completed at least 18 hours of training at your school or facility.**



## Receive Your FREE Instructor Kit!

When you attend this training, you'll receive an Instructor Kit with resources to help you incorporate content from this program into staff refresher training, including:

- **Autism Spectrum Disorders: Applications of Nonviolent Crisis Intervention® Training Refresher Electronic Presentation**
- **Refresher Workbooks (10) and Leader's Guide (1)**
- **Refresher Manual pages containing a variety of sample activities and important supplemental information**
- **Volume XIII, Issue II of the *Journal of Safe Management of Disruptive and Assaultive Behavior: Individuals Who Self-Harm***

### Please Note:

*Nonviolent Crisis Intervention®* training is not a methodology or treatment program for individuals with ASD. Rather, it is a tool to educate staff and provide them with a theoretical understanding and practical strategies designed to provide the best *Care, Welfare, Safety, and Security*™ for everyone involved in a crisis situation. It is intended to be utilized within a comprehensive program that integrates behavioral, educational, psychological, and clinical treatment.

## 2012 Autism Spectrum Disorders: Applications of Nonviolent Crisis Intervention® Programs

**Edwards, IL** • Jan. 24–26

**Las Vegas, NV** • Feb. 14–16

**St. Louis, MO** • Mar. 13–15

**San Antonio, TX** • Mar. 27–29

**Nashville, TN** • May 1–3

**Columbus, OH** • May 8–10

**Boston, MA** • May 8–10

**Vancouver, BC** • May 15–17

**Toronto, ON** • July 31–Aug. 2

**Denver, CO** • Sept. 11–13

**Dallas, TX** • Sept. 25–27

**Chicago (Evanston), IL** • Oct. 9–11

**Charlotte, NC** • Nov. 13–15

**Philadelphia, PA** • Dec. 4–6

# enhancing verbal skills

applications of life space crisis intervention<sup>SM</sup>

## Communicate With More Confidence.

This renewal option is the collaborative effort of CPI and the Life Space Crisis Intervention Institute (LSCI). CPI's expertise in behavior management training and LSCI's experience in identifying patterns of



self-defeating behavior merge to bring you a program that will enhance your communication skills. This three-day course focuses on improving your nonverbal and verbal interactions, de-escalation strategies, debriefing methods, reclaiming interventions, and relationship-building skills.

## Build Healthier Relationships With Those in Your Care.

When you attend this program, you will:

- Review the fundamentals of *Nonviolent Crisis Intervention*<sup>®</sup> training and bridge them to LSCI concepts.
- Develop strategies to prevent a conflict from escalating into a crisis.
- Learn several different types of debriefing and reclaiming interventions, as well as how to use them effectively.
- Gain new insights about how to use crisis situations as learning opportunities.
- Review and be tested on physical competencies for CPI's *Personal Safety Techniques*<sup>SM</sup> and *Nonviolent Physical Crisis Intervention*<sup>SM</sup>.

## Consider This Renewal Option if You:

- Work with challenging, confrontational, or at-risk individuals.
- Want additional verbal de-escalation tools and problem-solving techniques.
- Would like to progress further in your professional certification.
- Are a *Nonviolent Crisis Intervention*<sup>®</sup> Certified Instructor who is interested in fulfilling your Instructor Excellence Renewal requirements.
- Have completed at least 18 hours of training at your school or facility.



## Receive Your **FREE** Instructor Kit!

When you attend this training, you'll receive an Instructor Kit with resources to help you incorporate content from this program into staff refresher training, including:

- **Enhancing Verbal Skills: Applications of Life Space Crisis Intervention<sup>SM</sup> Refresher Electronic Presentation**
- **Refresher Workbooks (10) and Leader's Guide (1)**
- **Refresher Manual pages containing review guidance, worksheets, and optional simulation activities**
- **Life Space Crisis Intervention—Talking with Students in Conflict** by Nicholas J. Long, Mary M. Wood, and Frank A. Fecser

### 2012 *Enhancing Verbal Skills: Applications of Life Space Crisis Intervention<sup>SM</sup>* Programs

**Toronto, ON** • Feb. 1–3

**Pittsburgh, PA** • Feb. 21–23

**Chicago (Oak Brook), IL** • Apr. 17–19

**San Francisco, CA** • May 1–3

**Hartford, CT** • Aug. 7–9

**Calgary, AB** • Sept. 25–27

**Atlanta, GA** • Oct. 2–4

**Minneapolis, MN** • Nov. 13–15

**San Antonio, TX** • Nov. 27–29

**Seattle, WA** • Dec. 4–6

# applied physical training<sup>SM</sup>

## Increase Your Confidence and Competence.

The *Applied Physical Training*<sup>SM</sup> program is an intensive, three-day course that focuses on the third level of CPI's *Crisis Development Model*<sup>SM</sup>—when an acting-out individual becomes an immediate physical danger to self or others and *Nonviolent Physical Crisis Intervention*<sup>SM</sup> becomes the necessary staff response.



## Learn to Safely Adapt to Emergency Situations.

During the course, you will:

- **Learn how to safely enter a situation requiring physical intervention.**
- **Discover ways to maximize effectiveness and minimize risks.**
- **Review the dangers of floor restraints, including restraint-related positional asphyxia.**
- **Learn interim techniques to use during emergency situations.**
- **Review and be tested on physical competencies for CPI's *Personal Safety Techniques*<sup>SM</sup> and *Nonviolent Physical Crisis Intervention*<sup>SM</sup>.**

## Consider This Renewal Option if You:

- **Are concerned about reducing the number of physical interventions and increasing the safety of interventions at your school or facility.**
- **Work with exceptionally aggressive or violent individuals.**
- **Want greater competence and confidence when teaching physical intervention skills.**
- **Are a *Nonviolent Crisis Intervention*<sup>®</sup> Certified Instructor who has completed at least 18 hours of training at your school or facility.**



## Receive Your FREE Instructor Kit!

When you attend this training, you'll receive an Instructor Kit with resources to help you incorporate content from this program into staff refresher training, including:

- **Applied Physical Training<sup>SM</sup> Refresher Electronic Presentation**
- **Refresher Workbooks (10) and Leader's Guide (1)**
- **Competency-Based Training Tool Kit**
  - Set of 72 testing cards
  - Guide for assessing participants' competencies in physical interventions

### Please Note:

*Applied Physical Training<sup>SM</sup>* requires all participants to engage in extensive physical activity. Potential participants should assess their own physical conditions and aptitude prior to attending this course. For more information on the program's physical components, please call Instructor Services at **877.877.5390**.

### 2012 Applied Physical Training<sup>SM</sup> Programs

**Chicago (Evanston), IL** • Jan. 11–13

**Houston, TX** • Jan. 23–25

**Charlotte, NC** • Mar. 21–23

**Toronto, ON** • Apr. 3–5

**Portland, OR** • June 19–21

**Philadelphia, PA** • June 26–28

**Houston, TX** • July 11–13

**Columbus, OH** • Sept. 19–21

**Los Angeles, CA** • Oct. 3–5

**Boston, MA** • Oct. 10–12

**Vancouver, BC** • Nov. 27–29

**St. Louis, MO** • Dec. 5–7

**New!**

# *nonviolent crisis intervention*<sup>®</sup> hybrid renewal

## **Promote eLearning at Your Organization.**

This new two-day renewal option is an ideal way to see how well combining web-based and classroom learning can work for you. By completing this renewal, you become an authorized *Nonviolent Crisis Intervention*<sup>®</sup> Hybrid Instructor. The course involves two steps:

### **Step One: Complete the Web-Based Instruction**

Before attending the two-day classroom session, you will complete the web-based portion of *Nonviolent Crisis Intervention*<sup>®</sup> hybrid training, just as those you train will. This component contains a variety of interactive presentations, scenarios, videos, and learning assessments that relate to each unit of the program.

### **Step Two – Attend the Two-Day Hybrid Classroom Seminar**

The two-day classroom seminar, led by CPI's Global Professional Instructors, builds on your web-based learning by giving you the opportunity to problem solve and apply what you learned via the web-based component. More details about what you'll learn in the classroom seminar are on the next page. Physical competency testing will also be included.

## **Consider This Renewal Option if You:**

- **Want to train more staff in less time.**
- **Are committed to advancing eLearning options at your organization.**
- **Want to save your organization money.**
- **Are interested in expanding support for *Care, Welfare, Safety, and Security*<sup>SM</sup>.**
- **Want to enhance your training skills and delivery options.**

## **Benefits to the hybrid delivery option include:**

- Learners have 24/7 access to the web-based content and the flexibility to learn at their own pace.
- Participants come to class with a core knowledge base, so classroom time can focus more on applying the content.
- Organizations reduce classroom training time and spend less on replacement staff, stipends, shift differentials, etc.

## During the Two-Day Hybrid Classroom Seminar, You Will:

- Identify the characteristics of adult eLearning and effective facilitation skills.
- Learn to seamlessly integrate the web-based and classroom-based portions of the course.
- Apply effective facilitation strategies to the classroom portion of the *Nonviolent Crisis Intervention*® hybrid training.
- Strengthen your understanding of all *Nonviolent Crisis Intervention*® training program content.
- Learn from the experiences of other Certified Instructors.
- Develop a personalized action plan for implementing the *Nonviolent Crisis Intervention*® hybrid training.
- Review and be tested on physical competencies for CPI's *Personal Safety Techniques*™ and *Nonviolent Physical Crisis Intervention*™ to meet your renewal requirements.

## Receive Your FREE Instructor Kit!

When you attend this training, you'll receive resources to help you facilitate hybrid training, including the course workbook, the Hybrid Classroom Instructor Guide, and 10 Hybrid Portfolios (seats) for your participants.



### 2012 *Nonviolent Crisis Intervention*® Hybrid Renewal Programs

**Boston, MA** • Jan. 23–24

**Philadelphia, PA** • Jan. 26–27

**Chicago, IL** • Feb. 6–7

**Cleveland, OH** • Feb. 9–10

**Houston, TX** • Mar. 19–20

**Dallas, TX** • Mar. 22–23

**Detroit, MI** • Apr. 23–24

**Toronto, ON** • Apr. 26–27

For more information, call 877.877.5390.

# three-day *nonviolent crisis intervention*<sup>®</sup> renewal program



## Increase Your Confidence With a Thorough Review.

Those who are interested in reviewing program basics while fulfilling the Instructor Excellence Renewal requirement for competency-based testing can attend the first three days of any *Nonviolent Crisis Intervention*<sup>®</sup> program.

This is an excellent renewal option if you want to re-examine the course from the perspective of both an Instructor and a participant. You'll gain training insights and develop a deeper understanding of the program's core concepts.

## Enhance Your Instructor Skills.

This course will help you improve your skills as a Certified Instructor by reviewing important concepts, including:

- **Nonverbal and verbal techniques for managing disruptive behavior.**
- **Dealing with staff fear and anxiety.**
- **Safely and effectively controlling and transporting an individual.**
- **Developing team intervention strategies.**
- **Key steps for debriefing after a crisis.**
- **Effective techniques to facilitate a group and enhance learning.**
- **Tailoring program content to address workplace realities.**

During this course, you will also review and be tested on physical competencies for CPI's *Personal Safety Techniques*<sup>SM</sup> and *Nonviolent Physical Crisis Intervention*<sup>SM</sup>.

## Consider This Renewal Option if You:

- Are interested in reviewing the *Nonviolent Crisis Intervention*® training program fundamentals.
- Would like to experience competency-based training firsthand.
- Wish to re-examine the importance of training as a process.
- Want to improve your skills as a Certified Instructor and minimize “training drift.”
- Are a *Nonviolent Crisis Intervention*® Certified Instructor who is interested in fulfilling your Instructor Excellence Renewal requirements.
- Have completed at least 18 hours of training at your school or facility.



## FREE Training Resources Included.

Each participant receives updated pages for your Instructor Manual, a sample Key Point Refresher workbook, and additional information to enhance your skills as a Certified Instructor.

### 2012 Three-Day *Nonviolent Crisis Intervention*® Renewal Program Dates Available at [crisisprevention.com](http://crisisprevention.com)

During 2012, CPI will offer more than 250 *Nonviolent Crisis Intervention*® training programs in 125 cities across the United States and Canada. Please visit [crisisprevention.com](http://crisisprevention.com) or call Instructor Services toll-free at **877.877.5390** to determine a location and date most convenient for you.

For more information, call **877.877.5390**.

## Renew in One Day With This Two-Part Option.

Our *ProficiencyPlus* renewal option is a cost-effective, time-efficient way for experienced *Nonviolent Crisis Intervention*<sup>®</sup> Certified Instructors to enhance training skills and minimize time away from your workplace. This two-part course offers a unique opportunity to take a “fast track” in the pursuit of training excellence.

### Part One – *ProficiencyPlus* Exam

This comprehensive exam focuses on training delivery and tests your knowledge of content application and facilitation dynamics. Once registered, you will have access to the *ProficiencyPlus* exam, which you will need to complete prior to attending the one-day renewal program.

### Part Two – *ProficiencyPlus* One-Day Renewal Program

The second part of the renewal option gives you an excellent opportunity to problem solve CPI Classroom Model issues with a CPI Professional Global Instructor and network with other Certified Instructors. During this one-day session, you will also be tested on physical competencies for CPI's *Personal Safety Techniques*<sup>SM</sup> and *Nonviolent Physical Crisis Intervention*<sup>SM</sup>.

## Minimize Time Away From Your Workplace

This renewal option will give you fresh insights to enhance your facilitation skills and apply CPI Classroom Models more effectively. It is also an ideal way to satisfy your renewal requirements, minimize time away from your workplace, and:

- **Review the benefits and standards of Instructor certification.**
- **Re-examine issues relating to the risks of restraints.**
- **Exchange insights with other Certified Instructors.**
- **Refresh your knowledge about effective CPI Classroom Model application.**
- **Re-examine the importance of all the components of the Training Process.**

## Consider This Renewal Option if You:

- Are confident in your ability to successfully complete the *ProficiencyPlus* exam.
- Would like to review CPI Classroom Model application and facilitation dynamics.
- Want to minimize time away from your workplace.
- Are a *Nonviolent Crisis Intervention*® Certified Instructor who is interested in fulfilling your Instructor Excellence Renewal requirements.
- Have completed at least 18 hours of training at your school or facility and have been certified for over one year.



## FREE Training Resources Included.

Each participant receives updated pages for your Instructor Manual, a sample Key Point Refresher workbook, and additional information to enhance your skills as a Certified Instructor.

### 2012 *ProficiencyPlus* Programs

<b>Chicago (Evanston), IL</b> • Jan. 10	<b>Chicago (Oak Brook), IL</b> • July 20
<b>Boston, MA</b> • Jan. 20	<b>Toronto, ON</b> • Aug. 3
<b>Dallas, TX</b> • Feb. 10	<b>Greensboro, NC</b> • Aug. 17
<b>Pittsburgh, PA</b> • Feb. 24	<b>Denver, CO</b> • Sept. 14
<b>St. Louis, MO</b> • Mar. 16	<b>Columbus, OH</b> • Sept. 18
<b>Cleveland, OH</b> • Mar. 16	<b>Dallas, TX</b> • Sept. 28
<b>Charlotte, NC</b> • Mar. 20	<b>Calgary, AB</b> • Sept. 28
<b>San Antonio, TX</b> • Mar. 30	<b>Los Angeles, CA</b> • Oct. 2
<b>Toronto, ON</b> • Apr. 2	<b>Atlanta, GA</b> • Oct. 5
<b>Chicago (Oak Brook), IL</b> • Apr. 20	<b>Boston, MA</b> • Oct. 9
<b>San Francisco, CA</b> • May 4	<b>Chicago (Evanston), IL</b> • Oct. 12
<b>Columbus, OH</b> • May 11	<b>Toronto, ON</b> • Oct. 19
<b>Boston, MA</b> • May 11	<b>Detroit, MI</b> • Nov. 2
<b>Vancouver, BC</b> • May 18	<b>Charlotte, NC</b> • Nov. 16
<b>Ottawa, ON</b> • June 8	<b>Minneapolis, MN</b> • Nov. 16
<b>Philadelphia, PA</b> • June 25	<b>San Antonio, TX</b> • Nov. 30
<b>Houston, TX</b> • July 10	<b>St. Louis, MO</b> • Dec. 4
<b>Phoenix, AZ</b> • July 13	<b>Philadelphia, PA</b> • Dec. 7

## On-Site Options Also Available.

Any of the Instructor Excellence Renewal Courses in this guide can be conducted on site at your school or facility. For more information about on-site renewal options and sponsorship opportunities, please call one of our on-site training specialists toll-free at **877.877.5389**.

## Make Your Plans Today!

Whether your certification is up for renewal in 2012 or beyond, register today to assure course availability. To register, just complete and return the enclosed Faxback Form or call Instructor Services toll-free at **877.877.5390**. If you have questions about your requirements or your certification status, please visit **crisisprevention.com** or give us a call today.

## Register Early—Seating Is Limited!

There is limited seating for all courses, so be sure and register early to assure course availability! There are four ways to register for any renewal option in this guide.

### CPI

10850 W. Park Place  
Suite 600  
Milwaukee, WI 53224  
t • 877.877.5390  
f • 414.979.7098  
tty • 888.758.6048

*(Deaf, hard of hearing, or speech impaired)*

[instructor@crisisprevention.com](mailto:instructor@crisisprevention.com)

**crisisprevention.com**

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### To Register:



#### Call Instructor Services toll-free:

877.877.5390 (US or Canada)  
888.758.6048 TTY (Deaf, hard of hearing, or speech impaired)  
M–F 7:30 a.m. to 6:00 p.m. (CT)



#### Fax your registration with billing information to:

414.979.7098 any hour of the day.



#### Mail the Faxback Form with billing information to:

CPI  
10850 W. Park Place, Suite 600  
Milwaukee, WI 53224



#### Register online:

[crisisprevention.com](http://crisisprevention.com)