

# Verbal Intervention™ Training, 3<sup>rd</sup> Edition

## CONTENT OUTLINE



## Program Summary and Philosophy

CPI's *Verbal Intervention*™ 3rd Edition Instructor Certification Program models the course that the Certified Instructor will be teaching back at their organization and provides Instructor Training for participants to gain knowledge and practice related to teaching the course and integrating it within your organization.

The *Verbal Intervention*™ 3rd Edition course provides staff with an effective framework for preventing, de-escalating, and safely responding to crisis behavior. The program introduces how to apply knowledge of brain and behavior to understand distress behavior and the reasons for distress. Participants will look at analyzing the risk of behavior and identifying strategies to mitigate the risk. They'll practice strategies to identify escalating behaviors in others as well as use effective approaches to intervene during different crisis levels. Participants will gain a broad range of tools to help them manage their own emotional responses and implicit bias in stressful situations.

There is a focus on staff using the philosophy of *Care, Welfare, Safety, and Security*™ and using trauma-informed and person-centered approaches in their interactions with the people in their care. CPI post-crisis strategies assist staff to support individuals and collaborate to identify plans as well as help staff teams recognize opportunities to learn prevention strategies in the aftermath of a crisis.

The blended program is comprised of two parts. Part one is an online course, *Verbal Intervention*™ training, which provides the core program content. Part two is one live virtual day that focuses on application of *Verbal Intervention*™ content and Instructor Training.

The classroom program has one and a half classroom days which provide the core *Verbal Intervention*™ content and Instructor Training.

Crisis Prevention Institute trains and certifies designated people from your organization. After they have been trained by a CPI Global Professional Instructor and successfully passed all components, including the instructor exam, they are qualified to teach at your organization using the approved CPI training materials.

## Facilitation Methods

The online portion of the course presents the content through narration, video, and interactive activities. The content learned in the online portion of the course will be practiced in the classroom.

The live virtual or classroom portions of the course include use of an Electronic Presentation with activities that will aid participants in the implementation of training for their *Verbal Intervention*™ courses. Extensive application, case studies, examples, competency-based testing, and an exam ensure that participants gain knowledge and are able to demonstrate skills introduced in the program. Participants will also complete teach backs of the content.

## Program Objectives

- Use the philosophy of *Care, Welfare, Safety, and Security*™ and a person-centered and trauma-informed approach when responding to a person in distress.
- Interpret distress behaviors and address the cause of the behavior to de-escalate the situation.
- Assess risk of behavior using the *Decision-Making Matrix*™ and identify preventive strategies to mitigate risk.
- Identify and respond appropriately to various levels of crisis behaviors.
- Manage your own emotional responses to distress behavior.
- Use your communication skills to be supportive and strengthen your interventions to de-escalate potential conflict situations.
- Use directive strategies when verbally intervening to de-escalate defensive behaviors.
- Use the *Decision-Making Matrix*™ in the moment of Risk Behavior to determine Safety Interventions that represent a reasonable, proportionate, least restrictive, and last-resort course of action.
- Use safety intervention strategies to maximize safety and minimize harm in situations where behavior presents an imminent or immediate risk of harm to self or others.
- Apply a process for support and learning at the end of a crisis situation.

# CPI Instructor Certification Program Components - BLENDED DELIVERY

## Program Hours – Blended delivery

The 8.5-hour CPI Instructor Certification Program includes:

**PART 1:** Completion of 2 hours of *Verbal Intervention™* 3rd Edition online training.

**PART 2:** Participation in 6.5 hours of *Verbal Intervention™* 3rd Edition activities and Certified Instructor live virtual training that includes: Preparing to teach the adult learner, comprehensive Instructor training practicum, managing the Certified Instructor role.

NOTE: A certificate of completion with CPI's continuing education information will be awarded upon full participation in and completion of program components and successful passing exam score (80%).

## Part 1: Online Course

Verbal Intervention™ Training, 3rd Edition	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
<b>Introduction</b>	State the learning expectations and guidelines for the training. Explore the philosophy of the training.
<b>Module 1: Understanding Behavior and Its Risk</b>	Interpret the brain's response to threat as one of the causes of distress behavior. Explain how to identify the level of risk of the behavior and identify preventive strategies to mitigate risk.
<b>Module 2: The CPI Crisis Development Model<sup>SM</sup></b>	Identify behavior using the <i>CPI Crisis Development Model<sup>SM</sup></i> . Identify staff approaches effective in responding at each behavior level to prevent further escalation.
<b>Module 3: Integrated Experience</b>	Explore underlying causes of behavior; recognize the need to maintain consistent, calm behavior in a crisis; and understand how the behavior of one person impacts the behavior of others.
<b>Module 4: Supportive Communication Skills</b>	Describe communication strategies to positively impact an individual's behavior and prevent or de-escalate a crisis. Identify how to prepare for a difficult conversation.
<b>Module 5: Responding to Defensive Behaviors</b>	Identify stages of defensive behavior using the <i>Verbal Escalation Continuum<sup>SM</sup></i> . Identify intervention strategies that are most effective at each stage.
<b>Module 6: Safety Interventions</b>	In the moment of Risk Behavior, explain how to choose Safety Interventions that are a last resort, reasonable, and proportionate. Identify non-restrictive verbal and environmental interventions to keep self, others, and the person safe when crisis escalates to risk behavior.
<b>Module 7: Post-Crisis</b>	Describe a framework that helps guide staff through the process of establishing Therapeutic Rapport and learning after a crisis. List coping strategies to build your resilience.
<b>Conclusion and Assessment</b>	Summarize the training. Complete an online quiz and survey prior to classroom training.
<b>TOTAL TIME: 2 Hours</b>	

## Part 2: Live Virtual Day

Verbal Intervention™ Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction</b>	State the learning expectations and guidelines for the training. Connect the philosophy of the training to the participants' values and relate the training to their experiences in the workplace.	<b>20 minutes</b>
<b>Module 1: Understanding Behavior and Its Risk</b>	Interpret the brain's response to threat as one of the causes of distress behavior. Identify the level of risk of the behavior and identify preventive strategies to mitigate risk.	<b>20 minutes</b>

Verbal Intervention™ Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Module 2: The CPI Crisis Development Model<sup>SM</sup></b>	Identify behavior using the CPI <i>Crisis Development Model<sup>SM</sup></i> . Apply staff approaches effective in responding at each behavior level to prevent further escalation.	<b>20 minutes</b>
<b>Module 3: Integrated Experience</b>	Explore underlying causes of behavior; recognize the need to maintain consistent, calm behavior in a crisis; and understand how the behavior of one person impacts the behavior of others.	<b>20 minutes</b>
<b>Module 4: Supportive Communication Skills</b>	Practice communication strategies to positively impact an individual's behavior and prevent or de-escalate a crisis. Identify how to prepare for a difficult conversation.	<b>25 minutes</b>
<b>Module 5: Responding to Defensive Behaviors</b>	Identify stages of defensive behavior using the <i>Verbal Escalation Continuum<sup>SM</sup></i> . Use the appropriate intervention strategies that are most effective at each stage.	<b>50 minutes</b>
<b>Module 6: Safety Interventions</b>	In the moment of Risk Behavior, choose Safety Interventions that are a last resort, reasonable, and proportionate. Identify and apply non-restrictive verbal and environmental interventions to keep self, others, and the person safe when crisis escalates to risk behavior.	<b>25 minutes</b>
<b>Module 7: Post-Crisis</b>	Apply a framework that helps guide staff through the process of establishing Therapeutic Rapport and learning after a crisis.	<b>30 minutes</b>
<b>Conclusion and Assessment</b>	Reflect on new learning and complete an action plan.	<b>15 minutes</b>
<b>Introduction to Instructor Training</b>	Orients participants to becoming CPI Certified Instructors. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Identify the Certified Instructor Professional Association's (CIPA) mission, terminology, and membership benefits and support.</li> <li>Describe the role of a Certified Instructor.</li> </ul>	<b>20 minutes</b>
<b>Instructional Goals and Facilitation Strategies</b>	Develops awareness and understanding of effective methods for teaching the adult learner. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Determine best practice for organizing training materials and maintaining program continuity and consistency.</li> <li>Explain CPI learning modalities (blended and classroom).</li> <li>List principles and tips for training the adult learner.</li> <li>Explain how to use a variety of activity types and facilitation methods.</li> <li>Demonstrate their familiarity with <i>Verbal Intervention<sup>TM</sup></i> Instructor Guide, Workbook, and Electronic Presentation.</li> </ul>	<b>40 minutes</b>
<b>Purpose of Content</b>	Participants will review each module of the program, looking at it through the lens of an instructor and focusing on the purpose and objectives of each module. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Describe the learning objectives of each module.</li> <li>Explain the structure of the program and how to connect concepts for ease of learning.</li> </ul>	<b>45 minutes</b>
<b>Facilitation Practice/ Practicum Assignment</b>	Applies facilitation strategies to assigned content area. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Demonstrate relevant facilitation techniques.</li> <li>Practice customizing assigned content to work setting, using instructional guidance.</li> <li>Explore the roles and responsibilities of the Certified Instructor.</li> </ul>	<b>60 minutes</b>
<b>TOTAL TIME:</b>		<b>6.5 Hours</b>

Note: The final exam is online. You will receive a link to complete it.

# CPI Instructor Certification Program Components - CLASSROOM DELIVERY

## Program Hours – Classroom delivery

The 10.25-hour CPI Instructor Certification Program includes participation in *Verbal Intervention*™ 3rd Edition classroom activities and Certified Instructor training that includes preparing to teach the adult learner, comprehensive Instructor training practicum, and managing the Certified Instructor role.

NOTE: A certificate of completion with CPI's continuing education information will be awarded upon full participation in and completion of program components and successful passing exam score (80%).

### DAY 1

<b>Verbal Intervention™ Training, 3rd Edition</b>		
<b>TRAINING COMPONENT</b>	<b>LEARNING INTENT AND OBJECTIVES</b>	<b>TIME NEEDED</b>
<b>Introduction</b>	State the learning expectations and guidelines for the training. Connect the philosophy of the training to the participants' values and relate the training to their experiences in the workplace.	<b>30 minutes</b>
<b>Module 1: Understanding Behavior and Its Risk</b>	Interpret the brain's response to threat as one of the causes of distress behavior. Identify the level of risk of the behavior and identify preventive strategies to mitigate risk.	<b>45 minutes</b>
<b>Module 2: The CPI Crisis Development Model<sup>SM</sup></b>	Identify behavior using the <i>CPI Crisis Development Model<sup>SM</sup></i> . Apply staff approaches effective in responding at each behavior level to prevent further escalation.	<b>45 minutes</b>
<b>Module 3: Integrated Experience</b>	Explore underlying causes of behavior; recognize the need to maintain consistent, calm behavior in a crisis; and understand how the behavior of one person impacts the behavior of others.	<b>40 minutes</b>
<b>Module 4: Supportive Communication Skills</b>	Practice communication strategies to positively impact an individual's behavior and prevent or de-escalate a crisis. Identify how to prepare for a difficult conversation.	<b>60 minutes</b>
<b>Module 5: Responding to Defensive Behaviors</b>	Identify stages of defensive behavior using the <i>Verbal Escalation Continuum<sup>SM</sup></i> . Use the appropriate intervention strategies that are most effective at each stage.	<b>70 minutes</b>
<b>Module 6: Safety Interventions</b>	In the moment of Risk Behavior, choose Safety Interventions that are a last resort, reasonable, and proportionate. Identify and apply non-restrictive verbal and environmental interventions to keep self, others, and the person safe when crisis escalates to risk behavior.	<b>40 minutes</b>
<b>Module 7: Post-Crisis</b>	Apply a framework that helps guide staff through the process of establishing Therapeutic Rapport and learning after a crisis.	<b>40 minutes</b>
<b>Conclusion and Assessment</b>	Reflect on new learning and complete an action plan.	<b>20 minutes</b>
<b>TOTAL TIME:</b>		<b>6.5 Hours</b>

**DAY 2**

Verbal Intervention™ Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction to Instructor Training</b>	<p>Orients participants to becoming CPI Certified Instructors.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>Identify the Certified Instructor Professional Association's (CIPA) mission, terminology, and membership benefits and support.</li> <li>Describe the role of a Certified Instructor.</li> </ul>	<b>20 minutes</b>
<b>Instructional Goals and Facilitation Strategies</b>	<p>Develops awareness and understanding of effective methods for teaching the adult learner.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>Determine best practice for organizing training materials and maintaining program continuity and consistency.</li> <li>Explain CPI learning modalities (blended and classroom).</li> <li>List principles and tips for training the adult learner.</li> <li>Explain how to use a variety of activity types and facilitation methods.</li> <li>Demonstrate their familiarity with <i>Verbal Intervention™</i> Instructor Guide, Workbook, and Electronic Presentation.</li> </ul>	<b>55 minutes</b>
<b>Purpose of Content</b>	<p>Participants will review each module of the program, looking at it through the lens of an instructor and focusing on the purpose and objectives of each module.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>Describe the learning objectives of each module.</li> <li>Explain the structure of the program and how to connect concepts for ease of learning.</li> </ul>	<b>60 minutes</b>
<b>Facilitation Practice/ Practicum Assignment</b>	<p>Applies facilitation strategies to assigned content area.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>Demonstrate relevant facilitation techniques.</li> <li>Practice customizing assigned content to work setting, using instructional guidance.</li> <li>Explore the roles and responsibilities of the Certified Instructor.</li> </ul>	<b>90 minutes</b>
<b>TOTAL TIME:</b>		<b>3.75 Hours</b>

**Note:** The final exam is online. You will receive a link to complete it.

**Training Materials:**

**Participant Workbook:** Each training participant receives a Participant Workbook to enhance learning, organize the participant's thoughts regarding concepts taught in the program, and serve as a valuable reference tool following the program.

**Instructor Guide:** Those who successfully complete this program receive a comprehensive Instructor Guide to assist them in facilitating thorough and effective staff training that is consistent with program quality standards, policies, and procedures.

**Instructor Kit:** All participants who successfully complete this program receive an Instructor Kit. This kit includes resource materials necessary to teach their first program.

**Please note:**

- Organizational and participant-specific needs will impact timing. When classroom time is reduced, practice and application will be limited. In these situations, informal follow-up training opportunities will strengthen staff skills and learning while improving performance.
- Policy/procedure and participant-specific needs should determine the program option delivered.
- You are strongly encouraged to maintain a record of each program you've facilitated and the names of the participants in those programs.