

## CONTENT OUTLINE

# NCI™ Specialized Renewal: Mental Health

### Program Summary and Philosophy

The NCI™ Specialized Renewal: Mental Health enhances the skillsets of Certified Instructors who support individuals with mental illness. The program facilitates a deeper understanding of *Nonviolent Crisis Intervention*® core content facilitated through the lens of mental health.

The blended program is comprised of three parts. Part one is an online course, which includes Introduction to Mental Health and *Nonviolent Crisis Intervention*® training. Introduction to Mental Health provides an overview of mental illness, its prevalence in the world, and resources to be person-centered in your practice. Specific examples and intervention strategies are shared. *Nonviolent Crisis Intervention*® training provides a review of core program content. Part two is one classroom day where participants review safety intervention skills and practice teaching them. Part three is one live virtual day focusing on mental health content.

The classroom program has three classroom days, which include review and facilitation practice of *Nonviolent Crisis Intervention*® content and safety intervention skills, and specialized mental health content.

Any Certified Instructor who has completed the *Nonviolent Crisis Intervention*® Foundation Course is able to participate in the Mental Health Specialized Renewal course.

### Program Objectives

- Define common mental health disorders.
- Explain, in general terms, the causes and symptoms.
- Describe the social stigmas and stereotypes associated with mental health disorders and their negative impact.
- Explain how common myths and personal biases create false assumptions about individuals with mental health disorders.
- Identify change strategies for working together to combat stigmas using a person-centered, trauma-informed care approach.
- Learn how to respond to various levels of crisis behaviors.
- Understand how to keep your behavior consistent and calm in order to encourage a positive outcome in a crisis situation.
- Learn strategies to strengthen nonverbal communication.
- Develop limit-setting strategies when verbally intervening to de-escalate defensive behaviors.
- Learn safety intervention strategies to maximize safety and minimize harm.
- Explore the Physical Skills Review Framework and key legal and professional considerations when using restrictive interventions.
- Explore the *Decision-Making Matrix*™ when assessing risk behavior.
- Practice non-restrictive and restrictive interventions that are consistent with a set of physiological principles.
- Explore a framework to help guide staff and individuals in distress through a process of re-establishing the relationship.

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 includes video and activities to support the content. The content learned in the online portion of the course will be practiced in the classroom.

Classroom and live virtual portions of the course include use of an Electronic Presentation with activities that will aid participants in the implementation of mental health-specific training for their *Nonviolent Crisis Intervention*® courses. Participants will complete teach backs of the content.

# CPI Renewal Program Components - Blended Delivery

## PROGRAM HOURS – BLENDED DELIVERY

The 14-hour CPI Renewal Program includes:

**PART 1:** Participation in 3 hours of Introduction to Mental Health and *Nonviolent Crisis Intervention*® training online.

**PART 2:** Participation in 5.5 hours of classroom training that includes Safety Interventions teaching practice and assessment.

**PART 3:** Participation in 5.5 hours (one live virtual day) focusing on mental health content.

## Part 1: Online Course

INTRODUCTION TO MENTAL HEALTH	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
<b>Introduction</b>	<ul style="list-style-type: none"> <li>Describe mental health, which is not just the absence of mental disorder but a state of well-being.</li> <li>Identify factors that influence mental health to include environmental, social, psychological, biological, and cultural factors.</li> </ul>
<b>Mental Health Disorders</b>	<ul style="list-style-type: none"> <li>Define mental disorders specific to mood, anxiety, personality, and psychotic disorders which involve changes in thinking, mood, and behavior.</li> <li>Describe the symptoms of the disorders.</li> <li>Identify the demographics impacted by the disorders.</li> </ul>
<b>Myths and Stigmas About Mental Illness</b>	<ul style="list-style-type: none"> <li>Identify common myths associated with mental illness.</li> <li>Describe social stigmas and stereotypes associated with mental health disorders.</li> <li>Identify the negative impact stigmas have on individuals with mental health disorders.</li> </ul>
<b>Working Together to Combat Stigmas</b>	<ul style="list-style-type: none"> <li>Identify change strategies to combat stigmas, including education and interaction.</li> </ul>
<b>Total Time: 1 Hour</b>	

## Part 1: Online Course (continued)

NONVIOLENT CRISIS INTERVENTION® TRAINING ONLINE	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
<b>Introduction</b>	Establish the learning expectations and guidelines for the training. Explore the concept of behavior as communication.
<b>Module 1: The CPI Crisis Development Model<sup>SM</sup></b>	Explore the <i>Crisis Development Model<sup>SM</sup></i> , which identifies the four levels of an escalating crisis, as well as de-escalation approaches for each level.
<b>Module 2: Integrated Experience</b>	Explore the Integrated Experience and underlying causes of behavior. Recognize the importance of consistent, calm behavior. Learn ways to rationally detach.
<b>Module 3: Communication Skills</b>	Identify communication strategies and explore ways to remain supportive.
<b>Module 4: Responding to Defensive Behaviors</b>	Identify defensive behaviors in crisis situations using the <i>Verbal Escalation Continuum<sup>SM</sup></i> . Develop a range of responses. Identify how to prepare for a difficult conversation.
<b>Module 5: Safety Interventions</b>	Examine skills needed to keep oneself safe when crisis escalates to risk behavior. Define non-restrictive intervention strategies. Explore principles for using a coordinated and collaborative approach.
<b>Module 6: Introduction to Restrictive Interventions</b>	Identify restrictive interventions and explore the key legal and professional considerations when using restrictive interventions. Explore the Physical Skills Review Framework.
<b>Module 7: Decision Making</b>	Organize thinking regarding the risks associated with different behaviors, encouraging critical analysis and rational reasoning in response decisions.
<b>Module 8: Post-Crisis</b>	Introduce the <i>COPING Model<sup>SM</sup></i> , which is a framework to help guide staff and the individuals in distress through the process of establishing Therapeutic Rapport after a crisis.
<b>Conclusion and Assessment</b>	Reflect on how to apply the skills learned when returning to work. Complete an online quiz prior to classroom training.
<b>Total Time: 2 Hours</b>	

## Part 2: Classroom Day

NONVIOLENT CRISIS INTERVENTION® TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Program Quality Standards</b>	<p>Identifies benefits of membership in the CPI Certified Instructor Professional Association. Explores roles and responsibilities of the Certified Instructor.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Learn the components and requirements of the Instructor Excellence Renewal Process.</li> <li>• Understand the importance of training as an ongoing process.</li> <li>• Become familiar with the resources, processes, and procedures for initial and refresher training programs.</li> </ul>	60 minutes
<b>Safety Interventions Teaching Practice and Assessment – Disengagement Skills</b>	<p>Assesses proficiency in teaching Safety Interventions — Disengagement Skills.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Review key principles.</li> <li>• Apply an understanding of these principles.</li> <li>• Demonstrate ability to teach disengagement skills.</li> <li>• Identify group facilitation techniques that can best engage staff and enhance learning.</li> </ul>	120 minutes
<b>Safety Interventions Teaching Practice and Assessment – Holding Skills</b>	<p>Assesses proficiency in teaching concepts and strategies of CPI's Safety Interventions – Holding Skills.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Review key principles.                             <ul style="list-style-type: none"> <li>- Apply knowledge of key principles when answering questions about holding skills.</li> <li>- Review Physical Skills Review Framework.</li> <li>- Review <i>Opt-Out Sequence</i><sup>SM</sup>.</li> </ul> </li> <li>• Demonstrate proficiency teaching holding skills.</li> </ul>	150 minutes
<b>Total Time:</b>		<b>5.5 Hours</b>

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

## Part 3: Virtual Day – Specialized Topic (Mental Health)

NCI™ SPECIALIZED RENEWAL: MENTAL HEALTH TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction and Welcome</b>	<p>Orients participants to the mental health specialty topic.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Connect with fellow participants and discuss how the care of individuals with mental illness applies to them.</li> </ul>	30 minutes
<b>Understanding and Awareness of Mental Health</b>	<p>Offers a better understanding of mental health and how it affects those we serve.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Discuss major concepts learned from the online course through a person-centered lens to gain empathy and understanding for people who are impacted by mental health.</li> <li>• Apply this understanding to the specific population they serve.</li> <li>• Discuss and understand how they can support those with mental illness in their care.</li> </ul>	60 minutes
<b>Discussion and Application of Best Practices</b>	<p>Discussion of best practices in supporting those with mental illness and practice of these strategies.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Discuss relevant best practices for person-centered support for those with mental illness.</li> <li>• Practice and apply these strategies to a variety of workplace scenarios.</li> </ul>	60 minutes
<b>Looking at <i>Nonviolent Crisis Intervention</i>® Content and Mental Health</b>	<p>Discussion of <i>Nonviolent Crisis Intervention</i>® content through the lens of mental health.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Gain a deeper understanding of <i>Nonviolent Crisis Intervention</i>® content while learning how to apply mental health strategies to each module.</li> </ul>	90 minutes
<b>Restrictive Practices</b>	<p>Discussion of specific mental health considerations and how they apply to restrictive practices.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Gain a better understanding of the risks associated with restrictive practices for those with mental illness.</li> <li>• Understand how to avoid the use of restrictive practices with those they serve.</li> </ul>	30 minutes
<b>Facilitation Options</b>	<p>Learn how to train <i>Nonviolent Crisis Intervention</i>® content with mental health content.</p> <ul style="list-style-type: none"> <li>• Refresher and initial training options</li> <li>• Blended and classroom options</li> <li>• Discuss how to incorporate mental health content into <i>Nonviolent Crisis Intervention</i>® training</li> </ul>	30 minutes
<b>Action Plan</b>	<p>Participants plan an implementation strategy to bring content back to their workplace.</p>	30 minutes
<b>Total Time:</b>		<b>5.5 Hours</b>

# CPI Renewal Program Components - Classroom Delivery

## PROGRAM HOURS – CLASSROOM DELIVERY

The 17.5-hour CPI Renewal Program includes:

- Participation in 11 hours of classroom training that includes *Nonviolent Crisis Intervention*® content and Safety Interventions teaching practice and assessment.
- Participation in 6.5 hours focusing on mental health content.

## Day 1

NONVIOLENT CRISIS INTERVENTION® TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction to Instructor Training</b>	Orients participants to becoming CPI Certified Instructors. Participants will: <ul style="list-style-type: none"> <li>• Identify Instructor Association’s mission, terminology, and membership benefits and support.</li> <li>• Discuss the role of a Certified Instructor.</li> </ul>	30 minutes
<b>Instructional Goals and Facilitation Strategies</b>	Develops awareness and understanding of effective methods for teaching the adult learner. Participants will: <ul style="list-style-type: none"> <li>• Determine best practice for organizing training materials and maintaining program continuity and consistency.</li> <li>• Gain an understanding of CPI learning modalities (blended and classroom).</li> <li>• Gain principles and tips for training the adult learner.</li> <li>• Explore how to use a variety of activity types and facilitation methods.</li> <li>• Become familiar with CPI <i>Nonviolent Crisis Intervention</i>® Instructor Guide, Workbook, and Electronic Presentation.</li> </ul>	60 minutes
<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. Participants will: <ul style="list-style-type: none"> <li>• Understand the learning objectives of each module.</li> <li>• Understand the structure of the program and how to connect modules for ease of learning.</li> </ul>	60 minutes
<b>Facilitation Practice/ Practicum Assignment</b>	Applies facilitation strategies to assigned content area. Participants will: <ul style="list-style-type: none"> <li>• Demonstrate relevant facilitation techniques.</li> <li>• Practice customizing assigned content to work setting, using instructional guidance.</li> </ul>	180 minutes
<b>Total Time:</b>		<b>5.5 Hours</b>

## Day 2

NONVIOLENT CRISIS INTERVENTION® TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Program Quality Standards</b>	<p>Identifies benefits of membership in the CPI Certified Instructor Professional Association. Explores roles and responsibilities of the Certified Instructor.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Learn the components and requirements of the Instructor Excellence Renewal Process.</li> <li>• Understand the importance of training as an ongoing process.</li> <li>• Become familiar with the resources, processes, and procedures for initial and refresher training programs.</li> </ul>	60 minutes
<b>Safety Interventions Teaching Practice and Assessment – Disengagement Skills</b>	<p>Assesses proficiency in teaching Safety Interventions — Disengagement Skills.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Review key principles.</li> <li>• Apply an understanding of these principles.</li> <li>• Demonstrate ability to teach disengagement skills.</li> <li>• Identify group facilitation techniques that can best engage staff and enhance learning.</li> </ul>	120 minutes
<b>Safety Interventions Teaching Practice and Assessment – Holding Skills</b>	<p>Assesses proficiency in teaching concepts and strategies of CPI's Safety Interventions – Holding Skills.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Review key principles.                             <ul style="list-style-type: none"> <li>- Apply knowledge of key principles when answering questions about holding skills.</li> <li>- Review Physical Skills Review Framework.</li> <li>- Review <i>Opt-Out Sequence</i><sup>SM</sup>.</li> </ul> </li> <li>• Demonstrate proficiency teaching holding skills.</li> </ul>	150 minutes
<b>Total Time:</b>		<b>5.5 Hours</b>

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

## Day 3: Specialized Topic (Mental Health)

NCIT™ SPECIALIZED RENEWAL: MENTAL HEALTH TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction and Welcome</b>	Orients participants to the mental health specialty topic. Participants will: <ul style="list-style-type: none"> <li>• Connect with fellow participants and discuss how the care of individuals with mental illness applies to them.</li> </ul>	30 minutes
<b>Introduction to Mental Health</b>	<ul style="list-style-type: none"> <li>• Describe mental health, which is not just the absence of mental disorder but a state of well-being.</li> <li>• Identify factors that influence mental health to include environmental, social, psychological, biological, and cultural factors.</li> </ul>	60 minutes
<b>Mental Health Disorders</b>	<ul style="list-style-type: none"> <li>• Define mental disorders specific to mood, anxiety, personality, and psychotic disorders which involve changes in thinking, mood, and behavior.</li> <li>• Describe the symptoms of the disorders.</li> <li>• Identify the demographics impacted by the disorders.</li> </ul>	
<b>Myths and Stigmas About Mental Illness</b>	<ul style="list-style-type: none"> <li>• Identify common myths associated with mental illness.</li> <li>• Describe social stigmas and stereotypes associated with mental health disorders.</li> <li>• Identify the negative impact stigmas have on individuals with mental health disorders.</li> </ul>	
<b>Working Together to Combat Stigmas</b>	<ul style="list-style-type: none"> <li>• Identify change strategies to combat stigmas, including education and interaction.</li> </ul>	
<b>Understanding and Awareness of Mental Health</b>	Offers a better understanding of mental health and how it affects those we serve. Participants will: <ul style="list-style-type: none"> <li>• Discuss major concepts learned from the online course through a person-centered lens to gain empathy and understanding for people who are impacted by mental health.</li> <li>• Apply this understanding to the specific population they serve.</li> <li>• Discuss and understand how they can support those with mental illness in their care.</li> </ul>	60 minutes
<b>Discussion and Application of Best Practices</b>	Discussion of best practices in supporting those with mental illness and practice of these strategies. Participants will: <ul style="list-style-type: none"> <li>• Discuss relevant best practices for person-centered support for those with mental illness.</li> <li>• Practice and apply these strategies to a variety of workplace scenarios.</li> </ul>	60 minutes
<b>Looking at <i>Nonviolent Crisis Intervention</i>® Content and Mental Health</b>	Discussion of <i>Nonviolent Crisis Intervention</i> ® content through the lens of mental health. Participants will: <ul style="list-style-type: none"> <li>• Gain a deeper understanding of <i>Nonviolent Crisis Intervention</i>® content while learning how to apply mental health strategies to each module.</li> </ul>	90 minutes

NCI™ SPECIALIZED RENEWAL: MENTAL HEALTH TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Restrictive Practices</b>	<p>Discussion of specific mental health considerations and how they apply to restrictive practices.</p> <p>Participants will:</p> <ul style="list-style-type: none"> <li>• Gain a better understanding of the risks associated with restrictive practices for those with mental illness.</li> <li>• Understand how to avoid the use of restrictive practices with those they serve.</li> </ul>	30 minutes
<b>Facilitation Options</b>	<p>Learn how to train <i>Nonviolent Crisis Intervention</i>® content with mental health content.</p> <ul style="list-style-type: none"> <li>• Refresher and initial training options</li> <li>• Blended and classroom options</li> <li>• Discuss how to incorporate mental health content into <i>Nonviolent Crisis Intervention</i>® training</li> </ul>	30 minutes
<b>Action Plan</b>	<p>Participants plan an implementation strategy to bring content back to their workplace.</p>	30 minutes
<b>Total Time:</b>		<b>6.5 Hours</b>

## 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.