

CONTENT OUTLINE

CPI *Verbal Intervention*[™] Training

INSTRUCTOR CERTIFICATION PROGRAM / RENEWAL

Program Summary and Philosophy

CPI *Verbal Intervention*[™] Training provides staff with an effective framework for preventing, de-escalating, and safely responding to crisis behavior. The program will focus on what's happening from two perspectives: the person in distress and the staff person. Participants will gain a broad range of tools to help them manage their own emotional responses and identify escalating behaviors in others. They'll practice effective approaches to keep their "emotional brain" from taking over in stressful situations. They'll also discover how having a plan before behavior escalates helps manage their fear and cultivate consistent practices. CPI Post-Crisis strategies assist staff teams in recognizing 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.

Program Objectives

- 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 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.

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.

CPI Instructor Certification/Renewal Program Components - Blended Delivery

PROGRAM HOURS – BLENDED DELIVERY

The 8-hour CPI program includes:

PART 1: Participation in 1.5 hours of *Verbal Intervention*™ training online.

PART 2: Participation in 6.5 hours of *Verbal Intervention*™ activities and Certified Instructor live virtual training that includes:

- Preparing to teach the adult learner
- Comprehensive Instructor training practicum
- Managing the Certified Instructor role

Part 1: Online Course

VERBAL INTERVENTION™ TRAINING ONLINE	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
Introduction	Establish the learning expectations and guidelines for the training. Explore the concept of behavior as communication.
Module 1: The CPI Crisis Development ModelSM	Explore the <i>Crisis Development Model</i> SM , which identifies the four levels of an escalating crisis, as well as de-escalation approaches for each level.
Module 2: Integrated Experience	Explore the Integrated Experience and underlying causes of behavior. Recognize the importance of consistent, calm behavior. Learn ways to rationally detach.
Module 3: Communication Skills	Identify communication strategies and explore ways to remain supportive.
Module 4: Responding to Defensive Behaviors	Identify defensive behaviors in crisis situations using the <i>Verbal Escalation Continuum</i> SM . Develop a range of responses. Identify how to prepare for a difficult conversation.
Module 5: Safety Interventions	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.
Module 6: Post-Crisis	Introduce the <i>COPING Model</i> SM , which is a framework to help guide staff and the individuals in distress through the process of establishing Therapeutic Rapport after a crisis.
Conclusion and Assessment	Reflect on how to apply the skills learned when returning to work. Complete an online quiz prior to classroom training.
Total Time: 1.5 Hours	

Part 2: Live Virtual Day

VERBAL INTERVENTION™ TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Introduction	<p>Establish the learning expectations and guidelines for the training. Relate the impact of crisis behavior to participants' experiences in the workplace.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Evaluate the impact of fear and anxiety when managing a crisis and making decisions. • Explore the concept of behavior as communication. 	10 minutes
Module 1: The CPI Crisis Development ModelSM	<p>Identify behavior using the <i>Crisis Development ModelSM</i> and apply staff approaches most effective in responding at each behavior level to prevent further escalation.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Use the <i>Crisis Development ModelSM</i> to identify behaviors that indicate an escalation of behavior. • Learn appropriate and effective staff approaches to crisis behavior. 	15 minutes
Module 2: Integrated Experience	<p>Explore underlying causes of behavior, recognize the need to maintain consistent, calm behavior in a time of crisis, and understand how the behavior of one person impacts the behavior of others.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Assess how the behavior of one person impacts the behavior of others. • Identify causes of behavior and how staff may positively impact outcomes. • Recognize the need to maintain professionalism through Rational Detachment in the face of escalating behaviors. 	15 minutes
Module 3: Communication Skills	<p>Practice communication strategies and observe how different approaches positively and/or negatively impact an individual's behavior.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Recognize how communication skills are important for building, strengthening, and maintaining rapport with individuals in crisis. • Practice awareness of position, posture, and proximity in the use of the <i>Supportive StanceSM</i>. • Practice a range of communication skills at different levels of the <i>Crisis Development ModelSM</i> including listening with empathy and nonverbal, verbal, and paraverbal skills. 	20 minutes
Module 4: Responding to Defensive Behaviors	<p>Identify defensive behaviors in crisis situations using the <i>Verbal Escalation ContinuumSM</i>. Use specific verbal patterns when de-escalating a crisis to develop a range of responses. Identify how to prepare for a difficult conversation.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Identify different levels of defensive behavior in the <i>Verbal Escalation ContinuumSM</i>. • Examine and apply effective interventions for defensive behaviors. • Identify steps to prepare for a difficult conversation. 	45 minutes
Module 5: Safety Interventions	<p>Practice and apply skills needed to keep oneself safe when crisis escalates to risk behavior. Apply principles for using a coordinated and collaborative approach.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Examine environmental factors and approaches used to maintain safety. • Determine how strikes can be managed or avoided. • Apply how and when to use a coordinated approach. • Define non-restrictive intervention strategies. 	20 minutes

VERBAL INTERVENTION™ TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Module 6: Post-Crisis	<p>Introduce the <i>COPING Model</i>SM, which is a framework to help guide staff and the individuals in distress through the process of establishing Therapeutic Rapport after a crisis.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Explore Tension Reduction and how to re-establish the relationship after a crisis event. • Describe two key aspects of Post-Crisis management: support and learning. 	10 minutes
Conclusion and Assessment	<p>Reflect on new learning and complete an action plan. Revisit program values, person-centered care, and a culture of safety.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Reflect on how to apply the skills learned when returning to work. • Complete a classroom test and training evaluation. 	15 minutes
Introduction to Instructor Training	<p>Orients participants to becoming CPI Certified Instructors.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Identify Instructor Association's mission, terminology, and membership benefits and support. • Discuss the role of a Certified Instructor. 	30 minutes
Facilitation Dynamics	<p>Identifies facilitation dynamics.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Learn facilitation skills. • Become familiar with the Instructor Guide. 	60 minutes
Facilitation Practice/ Practicum Assignment	<p>Applies facilitation strategies to assigned content area.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Demonstrate relevant facilitation techniques. • Practice customizing assigned content to work setting, using instructional guidance. 	120 minutes
Program Quality Standards	<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"> • Learn the components and requirements of the Instructor Excellence Renewal Process. • Understand the importance of training as an ongoing process. • Become familiar with the resources, processes, and procedures for initial and refresher training programs. 	30 minutes
Total Time:		6.5 Hours

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

CPI Instructor Certification/Renewal Program Components - Classroom Delivery

PROGRAM HOURS – CLASSROOM DELIVERY

The 10.25-hour program includes:

- Participation in 6.5 hours of *Verbal Intervention*™ classroom activities.
- Participation in 3.75 hours of Certified Instructor classroom training that includes:
 - Preparing to teach the adult learner
 - Comprehensive Instructor training practicum
 - Managing the Certified Instructor role

VERBAL INTERVENTION™ TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Introduction	<p>Establish the learning expectations and guidelines for the training. Relate the impact of crisis behavior to participants' experiences in the workplace.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Evaluate the impact of fear and anxiety when managing a crisis and making decisions. • Explore the concept of behavior as communication. 	20 minutes
Module 1: The CPI Crisis Development ModelSM	<p>Identify behavior using the <i>Crisis Development Model</i>SM and apply staff approaches most effective in responding at each behavior level to prevent further escalation.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Use the <i>Crisis Development Model</i>SM to identify behaviors that indicate an escalation of behavior. • Learn appropriate and effective staff approaches to crisis behavior. 	60 minutes
Module 2: Integrated Experience	<p>Explore underlying causes of behavior, recognize the need to maintain consistent, calm behavior in a time of crisis, and understand how the behavior of one person impacts the behavior of others.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Assess how the behavior of one person impacts the behavior of others. • Identify causes of behavior and how staff may positively impact outcomes. • Recognize the need to maintain professionalism through Rational Detachment in the face of escalating behaviors. 	60 minutes
Module 3: Communication Skills	<p>Practice communication strategies and observe how different approaches positively and/or negatively impact an individual's behavior.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Recognize how communication skills are important for building, strengthening, and maintaining rapport with individuals in crisis. • Practice awareness of position, posture, and proximity in the use of the <i>Supportive Stance</i>SM. • Practice a range of communication skills at different levels of the <i>Crisis Development Model</i>SM including listening with empathy and nonverbal, verbal, and paraverbal skills. 	60 minutes

VERBAL INTERVENTION™ TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Module 4: Responding to Defensive Behaviors	<p>Identify defensive behaviors in crisis situations using the <i>Verbal Escalation Continuum</i>™. Use specific verbal patterns when de-escalating a crisis to develop a range of responses. Identify how to prepare for a difficult conversation.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Identify different levels of defensive behavior in the <i>Verbal Escalation Continuum</i>™. • Examine and apply effective interventions for defensive behaviors. • Identify steps to prepare for a difficult conversation. 	90 minutes
Module 5: Safety Interventions	<p>Practice and apply skills needed to keep oneself safe when crisis escalates to risk behavior. Apply principles for using a coordinated and collaborative approach.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Examine environmental factors and approaches used to maintain safety. • Determine how strikes can be managed or avoided. • Apply how and when to use a coordinated approach. • Define non-restrictive intervention strategies. 	30 minutes
Module 6: Post-Crisis	<p>Introduce the <i>COPING Model</i>™, which is a framework to help guide staff and the individuals in distress through the process of establishing Therapeutic Rapport after a crisis.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Explore Tension Reduction and how to re-establish the relationship after a crisis event. • Describe two key aspects of Post-Crisis management: support and learning. 	40 minutes
Conclusion and Assessment	<p>Reflect on new learning and complete an action plan. Revisit program values, person-centered care, and a culture of safety.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Reflect on how to apply the skills learned when returning to work. • Complete a classroom test and training evaluation. 	30 minutes
Introduction to Instructor Training	<p>Orients participants to becoming CPI Certified Instructors.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Identify Instructor Association's mission, terminology, and membership benefits and support. • Discuss the role of a Certified Instructor. 	30 minutes
Facilitation Dynamics	<p>Identifies facilitation dynamics.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Learn facilitation skills. • Become familiar with the Instructor Guide. 	45 minutes
Facilitation Practice/ Practicum Assignment	<p>Applies facilitation strategies to assigned content area.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Demonstrate relevant facilitation techniques. • Practice customizing assigned content to work setting, using instructional guidance. 	120 minutes

VERBAL INTERVENTION™ TRAINING		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Program Quality Standards	<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"> • Learn the components and requirements of the Instructor Excellence Renewal Process. • Understand the importance of training as an ongoing process. • Become familiar with the resources, processes, and procedures for initial and refresher training programs. 	30 minutes
Total Time:		10.25 Hours

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.