



CPI Training Solutions for Health Care Professionals

Prevent workplace violence by training your entire staff.

A crisis can happen anywhere, to anyone. That's why everyone on your staff needs to know how to handle situations that can easily spin out of control. Equipping everyone, from receptionists and nurses to the director of security, with the skills and confidence to recognize and respond to disruptive behaviors is the key to a truly coordinated workplace violence safety program—unifying your organization with a common language of shared values.

Our training solutions for health care professionals offer the right solutions—for all levels of risk—to help you create a well-rounded workplace violence prevention program, with confident staff ready to handle any situation that arises.

Industry-Leading Innovation

Since 1980, CPI has been the global leading provider of training programs and resources trusted to build comprehensive cultures of care and safety in organizations everywhere. With our violence prevention solutions, staff build the skills and confidence to safely de-escalate crises and ultimately stay focused on delivering excellent care. Organizations we've collaborated with have achieved measurable results and positive outcomes, helping establish true cultures of safety across entire workplaces around the world.

Positive Results

95%

of our customers say they improved staff de-escalation skills and overall safety training.



82%

decline in worker compensation claims after a one-year training initiative.



80%

reduction in use of restraint through a comprehensive training plan.

Workplace violence prevention training from the industry leader.

CPI training is an investment into your organization's future, delivering true savings in both time and money.

We have successfully diagnosed, designed, and delivered thousands of workplace violence prevention programs across the globe. Both profound and measurable, our content and resources support you and your organization from the moment you join us.

It's time to break the cycle of workplace violence and create positive outcomes—from decreasing disruptive incidents, reducing exposure to liability, and improving staff retention to cutting down workers' compensation claims and satisfying legislative and regulatory compliances.



“In as little as a day after their training, team members from all areas, including the ICU, psychiatric, and ER, were using the skills learned during CPI training to keep themselves safe on the job. And working with CPI has been a true partnership from the start, with ongoing support long after we signed the contract.”

**ODETTE PERRIEL,
MAINE MEDICAL CENTER, MAINE**

38,000

CPI Certified Instructors

15 million

CPI Trained Professionals

17,000+

Organizations Supported

40

Years of Experience

Take your team from panicked to prepared.

Every organization is different, with its own unique risks, responsibilities, and needs. That's why we customize a training solution for your requirements with our violence prevention experts. You can prepare and empower everyone at your organization to effectively manage crisis and achieve positive outcomes with the appropriate training. Because when staff is more competent and confident in verbally de-escalating situations, they can focus on delivering the highest quality patient care.

Consider your organization's unique workplace violence prevention needs.

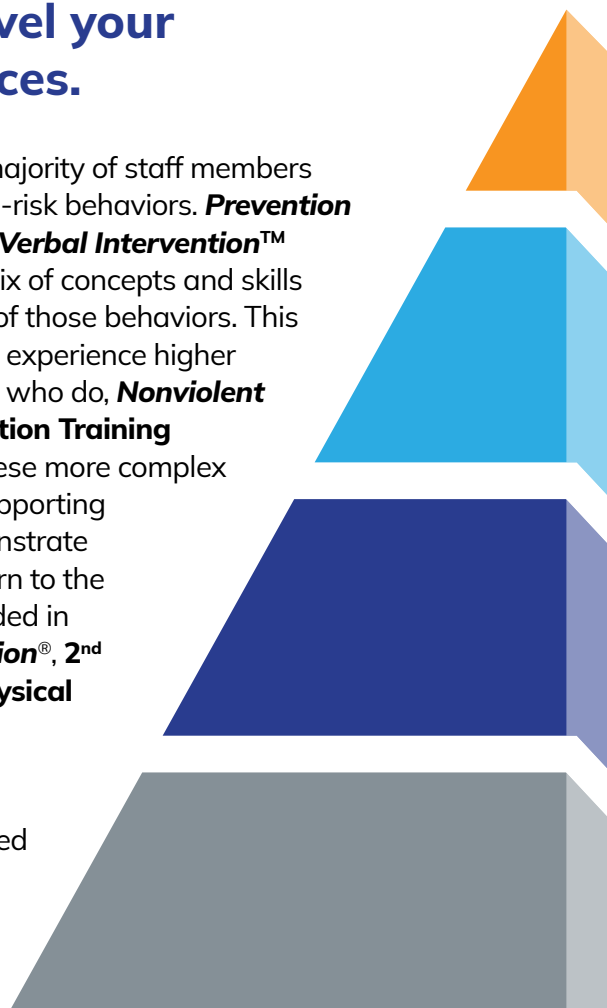
This list of violence prevention training concepts correlates to differing levels of risk and ultimately to the time-tested and competency-based training solutions that comprise our training solutions for [health care professionals](#).

	<i>Prevention First™ Online Training</i>	<i>Verbal Intervention™ Training</i>	<i>Nonviolent Crisis Intervention®, 2nd Edition Training</i>	<i>Nonviolent Crisis Intervention®, 2nd Edition With Advanced Physical Skills</i>
Advanced restrictive intervention skills				■
Tools to manage high risk, complex behaviors				■
Safety interventions – holding skills			■	■
Tools for decision making			■	■
Safety interventions – disengagement skills			■	■
Prevention and verbal de-escalation strategies		■	■	■
Common sense language	■	■	■	■
Practical de-escalation strategies	■	■	■	■



Time-tested solutions for every risk level your organization faces.

For many organizations, a majority of staff members encounter low- and medium-risk behaviors. **Prevention First™ Online Training** and **Verbal Intervention™ Training** offer the optimal mix of concepts and skills to safely de-escalate many of those behaviors. This means fewer staff members experience higher risk behaviors, and for those who do, **Nonviolent Crisis Intervention®, 2nd Edition Training** provides tools to address these more complex situations. Organizations supporting persons more likely to demonstrate dangerous behaviors can turn to the decision-making skills provided in **Nonviolent Crisis Intervention®, 2nd Edition With Advanced Physical Skills** to learn how to apply the most appropriate verbal and/or physical intervention technique, including advanced disengagement and deceleration skills for situations involving those dangerous behaviors.



Highest Risk Level:
CPI Nonviolent Crisis Intervention®, 2nd Edition With Advanced Physical Skills

High Risk Level:
CPI Nonviolent Crisis Intervention®, 2nd Edition Training

Medium Risk Level:
CPI Verbal Intervention™ Training

Low Risk Level:
CPI Prevention First™ Online Training for Health Care

Foundation Programs



Verbal Intervention™ Training

Ideal for organizations with a hands-off policy, and staff who don't experience the kind of higher risk situations that require restrictive interventions. This training instills the confidence and skills to verbally de-escalate disruptive behaviors and prevent further escalation.



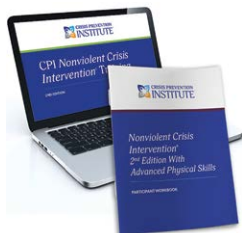
Nonviolent Crisis Intervention®, 2nd Edition Training

Focuses on verbal de-escalation and early intervention, giving staff an effective framework for decision making and problem solving. By teaching safe disengagements and restrictive interventions that can be implemented with the least use of force, this program provides the safest environment for all parties involved.



Nonviolent Crisis Intervention®, 2nd Edition: Trauma Training

Nonviolent Crisis Intervention®, 2nd Edition: Trauma Training is for health care workers who directly intervene in crisis situations and those who interact with individuals impacted by trauma.



Nonviolent Crisis Intervention®, 2nd Edition With Advanced Physical Skills

Designed for health care professionals who support persons who are more likely to demonstrate dangerous or more complex behaviors. It equips staff with the problem-solving and decision-making skills to help them recognize the level of risk and apply the most appropriate verbal and/or physical intervention techniques. Staff learn safe and advanced deceleration, disengagement, and physical intervention techniques for situations involving dangerous behaviors, and gain the ability to intervene in high- and medium-risk situations that don't require these advanced skills.

Proactive Training



Prevention First™ Online Training

Prevention First™ Online Training expands awareness of workplace violence and the behaviors that cause it, helping to unify staff. *Prevention First™ Online Training* is a self-guided program that teaches individuals to recognize potential crisis situations and the protocols they should implement to properly address these situations.



CPI Training at Your Organization

A three-part process that equips everyone at your organization with the skills and confidence to recognize and respond to disruptive behaviors.

1. Engaging content

Time-tested and evidence-based, the CPI training curriculum is delivered via online course modules, live virtual training, and in-classroom training.

2. Hands-on practice

Delivered by individuals chosen by your organization and certified by CPI to instruct, hands-on practice and in-person review are essential for staff competency and confidence.

3. Ongoing reinforcement

After an initial training event, your organization's chosen Instructors serve as ongoing advisors and coaches to reinforce information learned during training and ensure the curriculum is successfully implemented.



“Since we started with CPI-based training our organization has managed to build a more resilient and effective team when managing patients. We have managed to implement new policies and intervention protocols based on CPI models that have achieved a significant reduction in incidents and risk events in the institution.”

**WALBERTO MARTINEZ APONTE, DIRECTOR OF SECURITY,
HOSPITAL METROPOLITANO CABO ROJO, PUERTO RICO**



A Safer Health Care Facility Starts Here.

> Schedule a consultation at [crisisprevention.com](https://www.crisisprevention.com) or call **800.558.8976**.



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