

## Metrics That Matter



### **Measuring the Impact of *Nonviolent Crisis Intervention*<sup>®</sup> Training**

In June of 2013, we initiated a data collection project involving electronic evaluations through Knowledge Advisors, a training analytics company out of Chicago. As a part of this pilot, CPI now sends an electronic evaluation to all attendees within a few days of completing their CPI training.

The first tool assesses how Instructors who were trained by CPI predict they will use our training content. We also do a follow-up survey at about 60 days after the training. This second survey tool asks questions specific to how they have actually used the training content and what tangible results they have documented.

The tools are called ***Metrics That Matter*** and include questions from across the 5 Levels of Evaluation commonly discussed within the literature: Level 1 - Reactions to learning event; Level 2 - Learning, knowledge, skills, attitudes; Level 3 - Behavior, training transfer, application; Level 4 - Results, job impact, trail of evidence; and Level 5: Return on Investment, business value. (Kirkpatrick Partners; Phillips and Phillips.)

A 2013 survey of Certified Instructors attending CPI trainings from June through September was conducted 60 days after training. Of the over 680 Instructors responding,

- 91% reported they have applied course content within the first 2-3 months.

- 93% indicated that the CPI training aligned with organizational goals and priorities.

We also learned from the 60 day follow-up survey, in which the respondents also reported that their CPI training ***has had a significant impact*** on:

- Decreasing the use of restraints (48%)\*
- Decreasing physical aggression (55%)\*
- Decreasing injuries to staff and care receivers (55%)\*
- Increasing satisfaction of those they serve (49%)\*
- Increasing staff satisfaction (54%)\*
- Increasing their confidence in responding to aggression (78%)\*
- Increasing the overall quality of care (78%)\*
- Increasing safety for staff and care receivers (85%)\*

*\*The percentages cited are of the 680 Instructors who responded.*

Do you collect data around the results and effectiveness of your trainings? [Share them](#) with the CPI Research and Development Department.

Follow us in 2014 as we explore opportunities to extend the use of Knowledge Advisors *Metrics That Matter* to organizations using the *Nonviolent Crisis Intervention®* program.