March 16, 2020

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**TRAINING PROGRAMS**
- CPI Prevention First-Healthcare (all 5 modules), AWHE1001
- CPI Prevention First-Healthcare (modules 1-3), AWHE1002
- NCI 4 Day Instructor Cert Onsite & DVD Voucher – ISSN0147
- NCI 4 Day Recert OnSite and DVD Voucher - ISSN0148
- NCI 4 Day Renewal OnSite and DVD Voucher - ISSN0149
- CPI 2-Day Renewal Onsite & DVD Voucher - ISSN0150
- NCI 4 Day Instructor Certification and DVD Voucher - OPPN0139
- NCI 4 Day Recert and DVD Voucher - OPPN0140
- NCI 4 Day Renewal and DVD Voucher - OPPN0141
- CPI 2-Day Renewal & DVD Voucher - OPPN0142
- Four-Day Instructor Training Certification Program
- Nonviolent Crisis Intervention Training Program
- Nonviolent Crisis Intervention Advanced Training Program
- Prepare Training Program
- Dementia Capable Care Instructor Certification program
- Dementia Capable Care Foundation Course
- Dementia Capable Care Behaviors Course
- Nonviolent Crisis Intervention with advanced Physical Skills training program
- Specialized Renewal: Autism Spectrum Disorder
- Dementia Capable Care, DVDS0063
- Dementia Capable Care Therapy Applications
- Dementia Capable Care Therapy Intermediate
- Sharing Strategies from the Nonviolent Crisis Intervention Training Program Workshop

**ELECTRONIC PRESENTATIONS**
- Bullying Behaviors Refresher Electronic Presentation, ELTT0025, PKGS0630
- PTP Topic Module-Workplace Bullying EP CD, ELTT0021, PKGS0626
- PTP Topic Module-Negotiating Your Way Through Conflict EP, ELTT0020, PKGS0625
- Negotiating Your Way Through Conflict Electronic Presentation ELTT0029, PKGS0625
- PTP Topic Module-Giving Bad News EP, ELTT0022, PKGS0627
PTP Topic Module-Crisis Response Teams EP, ELTT0029; PKGS0635
PTP-How to Document Incidents EP, ELTT0036; PKGS0657
PTP Workplace Substance Abuse Electronic Pres (flash drive), ELTT0047, PKGS0683
PTP Topic Module-Mental Illness EP USB Flash Drive, ELTT0039, PWKB0144
PTP-After the Crisis: Employee Debriefing Strategies, ELTT035, PKGS0653
Defuse Difficult Conversations-ED Electronic Pres, ELTT0040, PKGS0663
Escalating Situations Alone Electronic Presentation ELTT0043, PKGS0666
The Angry Smile Online Course - ELRN0001

MANUALS AND WORKBOOKS
NCI Instructor Manual, INMA0147
NCI APS Instructor Guide, INMA0148
DCC-Behaviors Instructor Guide, INMA0149
NCI Keypoint Refresher, PWKB0159
DCC-Foundation Workbook, PWKB0145
DCC-Behaviors Workbook, PWKB0204
Nonviolent Crisis Intervention Instructor Manual, Australia/New Zealand, Additional inside pages, INMA0025
Nonviolent Crisis Intervention Instructor Guide, French INMA0133
Nonviolent Crisis Intervention Instructor Manual, Spanish, Additional inside pages, INMA0144
Prepare Training Program Instructor Portfolio Binder, Additional inside pages- 2-day, INMA0030, INMA0031
Nonviolent Crisis Intervention Instructor Manual, German, Additional inside pages, INMA0083, INMA0082
Nonviolent Crisis Intervention Instructor Manual, UK, Additional inside pages, INMA0011
Nonviolent Crisis Intervention Participant Workbook, PWKB0170
Nonviolent Crisis Intervention Participant Workbook with Blue Card Confirmation, PWKB0120
Nonviolent Crisis Intervention Spanish Participant Workbook PWKB0191
Nonviolent Crisis Intervention French Participant Workbook, PWKB0172
Nonviolent Crisis Intervention French Refresher Workbook and Leader's Guide, PWKB0135, PWKB0015
Prepare Training Program Foundation Course Participant Workbook, PWKB0079
Prepare Training Program Workbook, Negotiating Your Way through Conflict, PWKB0087
Prepare Training Program Workbook, Setting Effective Limits, PWKB0086
Prepare Training Program Workbook, Crisis Response Teams, PWKB0030
Prepare Training Program Workbook, How to Document Incidents, PWKB0032
Prepare Training Program Workbook, Giving Bad News, PWKB0080
Prepare Training Program Workbook, Responding to Violence, PWKB0084
Prepare Training Program Workbook, After the Crisis: Employee Debriefing Strategies, PWKB0033
Prepare Training Program Workbook, Opening the Lines of Electronic Communication, PWKB0056
Prepare Training Program Workbook, Situational Application, PWKB0081
Prepare Training Program Workbook, Challenged by Mental Illness at Work, PWKB0144
Prepare Training Program Workbook, Workplace Substance Abuse PWKB0165
Nonviolent Crisis Intervention Keypoint Refresher Workbook and Leader’s Guide, PWKB0042, PWKB0043
Nonviolent Crisis Intervention Keypoint Refresher Workbook-blue card, PWKB0124
Enhancing Verbal Skills: Applications of Life Space Crisis Intervention Refresher Bluecard Workbook and Leader’s Guide, PWKB0137
Nonviolent Crisis Intervention Refresher Workbook and Leader’s Guide, NZ/AUS, PWKB0060, PWKB0061
Nonviolent Crisis Intervention Participant and Refresher Workbooks-Large Print, PWKB0062, PWKB0071
Nonviolent Crisis Intervention Participant Workbooks -Large Print, PWKB0186
Nonviolent Crisis Intervention Participant and Refresher Workbooks-Braille, PWKB0063, PWKB0072
Nonviolent Crisis Intervention Participant and Refresher Workbooks-Braille, PWKB0189, PWKB0190
Nonviolent Crisis Intervention Participant Workbook: Integrating Positive Behavioral Interventions and Support (PBIS) Blue Card Workbook, PWKB0133
Keypoint Refresher Blue Card Workbook, Integrating Positive Behavioral Interventions and Supports (PBIS), PWKB0125
Autism Spectrum Disorders Refresher Blue Card Workbook and Leader’s Guide, PWKB0131
Bullying Behaviors Blue Card Workbook and Leader’s Guide, PWKB0129
Sharing Strategies Workbook, PWKB0065
Trauma-Informed Care Refresher Blue Card Workbook and Leader’s Guide, PWKB0132
Helping Educators Defuse Difficult Conversations Learners Guide, PWKB0147
Proactive Strategies for Facing Escalating Situations Alone Learners Guide PWKB0150
Promoting Positive Behavior Using Person-Centered Supports, Part 1 – PWKB0149
Nonviolent Crisis Intervention Hybrid Participant Seats, HYBR0011
Nonviolent Crisis Intervention Hybrid Refresher Participant Seats, HYBR0010
PWKB0175: Foundation Course Integrating PBIS Participant Workbook
PWKB0176: Foundation Course Integrating PBIS Facilitator Guide
FLEX0003: Flex Participant Job Aid
Prepare Training Program Workbook Workplace Bullying, PWKB0085
Nonviolent Crisis Intervention Participant Refresher Workbook, PWKB0185

**DVD SERIES**

After the Crisis Series:
Volume I - Establishing Therapeutic Rapport, DVDS0011, VDWB0009
Volume II - Staff Debriefing Strategies, DVDS0012, VDWB0010

Nonviolent Crisis Intervention Training for Bus Drivers Series: PKGS0504
Volume I – Preventing Problem Behavior on Your School Bus
Volume II – Trouble on Board: Managing Crisis Situations on Your School Bus

Nonviolent Crisis Intervention Training for Long Term Providers Series: PKGS0590
Volume I – Calming the Agitated Resident, VDWB003

Advancing Your Verbal Intervention Skills Series: PKGS0545, PKGS0546
Volume I – Understanding Goals, Power, and Relationships
Volume II – “How To” Strategies for Intervening With Challenging Individuals
Volume III – Practice Scenario

**OTHER DVD/VIDEOTAPES**

Developing an Effective School Crisis Response Team
Effective Documentation of School Incidents
Maximize Effectiveness, Minimize Risk in the use of Nonviolent Physical Crisis Intervention
Nonviolent Physical Crisis Intervention II- DVDS0071
Nonv Phys Crisis Interv II (Spanish Subtitle) DVD - DVDS0073
Effective Limit Setting – DVDS0082
Facing Conflict with Confidence: Practical Solutions for Negotiating and Mediating Disputes – DVDS0085
How to Excel at Verbal Intervention II – DVDS0084
The Preventive Techniques II – DVDS0083
VIDEO WORKBOOKS
Fights at School, VDWB0001
Crisis Response Teams, VDWB0011
Negotiating Your Way through Conflict, HS, VDWB0012
You Can Mediate, HS, VDWB0013
Documentation: Your Best Defense, VDWB0015
Weapons in the Workplace, VDWB0016
Breaking Up Fights, VDWB0017
Managing Your Anger, HS, VDWB0021
Managing Your Anger, ED, VDWB0022
The Power of Listening, ED, VDWB0023
The Power of Listening, HS, VDWB0024
How to Stay Safe When Intervening Alone, VDWB0025
Preventing Problem Behavior, VDWB0026
Trouble on Board workbook, ED, VDWB0027
Understanding Goals, Power & Relationships, VDWB0060
Strategy for Intervention, VDWB0061
The Preventive Techniques II, VDWB0069
Effective Limit Setting – VDWB0074
How to Excel at Verbal Intervention II – VDWB0075
The Preventive Techniques II, VDWB0083
Effective Limit Setting – VDWB0082
How to Excel at Verbal Intervention II – VDWB0084
Facing Conflict with Confidence: Practical Solutions for Negotiating and Mediating Disputes – VDWB0085

VIDEO-ON-DEMAND
The Preventive Techniques II-VODS0001
Effective Limit Setting – VODS0002
Facing Conflict with Confidence – VODS0006

POSTERS
Art of Setting Limits Poster, YPSFD100
7 Principles for Effective Verbal Intervention Poster, YPSFD101
10 Tips For Crisis Prevention Poster, YPSFD102
Avoid a Power Struggle Poster, YPSFD103
Rational Detachment Poster, YPSFD104
Spanish 10 Tips for Crisis Prevention (Folded), YPSFD18
Spanish Art of Setting Limits (Folded), YPSFD19
Spanish How to Break Up a Fight (Folded), YPSFD20
Spanish Verbal Intervention Tips (Folded), YPSFD21
Care Welfare Safety and Security (Folded), YPSFD33
Evaluation Framework Poster-NCI, YPSFD79
Principles for Disengagement Poster-NCI, YPSFD80
The Opt-Out Sequence Poster-NCI, YPSFD81
A Verbal & Nonverbal Response Poster-NCI, YPSFD82
Principles for Holding Poster-NCI, YPSFD83
Decision Making Matrix Poster GPI Oversized, YPSFD84
NCI Decision Making Matrix Poster – Folded, YPSFD85
French-Care Welfare Safety and Security-NCI E, YPSFD86
French-Evaluation Framework Poster, YPSFD87
French-Principles for Disengagement Poster, YPSFD88
French-The Opt Out Sequence Poster, YPSFD89
French-A Verbal and Nonverbal Response Poster, YPSFD90
French-Principles for Holding Poster, YPSFD91
French-Decision Making Matrix Poster, YPSFD92
CHN-NCI Evaluation Framework Poster, YPSFD93
CHN-NCI Principles for Disengagement Poster, YPSFD94
CHN-NCI The Opt Out Sequence Poster, YPSFD95
CHN-NCI The Verbal and Nonverbal Response Poster, YPSFD96
CHN-NCI Principles for Holding Poster, YPSFD97
CHN-NCI Decision Making Matrix Poster, YPSFD98
CHN-NCI Care Welfare Safety and Security, YPSFD99
Decision Making Matrix Poster. PSTR0079

OTHER PRODUCTS
NCI Blended Learning Foundation Job Aid Booklet, FLEX0001
NCI Blended Learning Refresher Online Seat & Workbook - FLEX0009
NCI Blended Learning Seat and Job Aid 10-pack Registration Add-On - FLEX0010
Set of 3 Overhead Markers - PKGS0171
Master Level Refresher Training Kit - PKGS0318
Training Diary at a Glance - PKGS0447
Critical Incident Reporting Tools - PKGS0448
CWSS Stress Release Balls (Set of 5) - PKGS0449
PTP Foundation Workbook and Certificate - PKGS0513
PTP Foundation Workbook and Pin - PKGS0514
PTP Foundation Workbook, Certificate and Pin - PKGS0515
All 10 Teaching Models - PKGS0521
All 10 Teaching Models with Carrying Tube - PKGS0522
Verbal Escalation Challenge - PKGS0564
Key Point Refresher Workbooks & Certificates - PKGS0571
Key Point Refresher Workbooks & Pins - PKGS0572
Key Point Refresher Workbooks, Certificates & Pins - PKGS0573
ACLS Manual-5 with LACLS - PKGS0580
ACLS Manual-5 with ACLS - PKGS0581
ACLS Manual-5 with LACLS and ACLS - PKGS0582
Dementia Therapy Resource Kit - PKGS0586
PTP Instructor Kit – Revised - PKGS0589
French-NCI Electronic Presentation CD Package - PKGS0613
NCI Blue Card Participant Workbooks & Certificates - PKGS0637
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NCI Blue Card Participant Workbooks, Pins, & Certs - PKGS0639
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NCI Blue Card Key Point Refresher Workbooks & Pins - PKGS0641
NCI Blue Card Key Point Refresher Wkbks,Certs&Pins - PKGS0642
NCI Participant & Key Point Workbook Package - PKGS0644
NCI Participant & Key Point Blue Card Wkbk Package - PKGS0645
ACLS with Scoring Trifold Card - PKGS0649
LACLS with Scoring Trifold Card - PKGS0650
French-NCI Blue Card Participant Workbooks & Certs - PKGS0654
NCI Part Wkbk & Decision Making Matrix Job Aid - PKGS0678
Promoting Positive Behavior Part 2 EP - PKGS0682
NCI Enhanced Competency Based Training Tool Kit - PKGS0685
Participant Workbook & Certificate-NCI Enhanced - PKGS0688
Participant Workbook & Pin-NCI Enhanced - PKGS0689
Workbook, Pin & Certificate-NCI Enhanced - PKGS0690
Dementia Therapy Resource Kit with Instruct Manual - PKGS0691
Allen Diagnostic Module Placemat & Instruct Manual - PKGS0692
CHN-NCI Enhanced Competency Based Training Tool Kit - PKGS0694
NCI E Workbook & Decision Making Matrix Bundle - PKGS0695
French-NCI E Blue Card Participant Workbook & Cert - PKGS0696
French-NCI E Blue Card Participant Workbook & Pin - PKGS0697
French-NCI E Blue Card Part Workbook, Pin, & Cert - PKGS0698
NCI E Laminated Teaching Tools with Carrying Tube - PKGS0699
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NCI E Participant and Refresher Workbook Bundle - PKGS0701
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French-GPI Day 1 Materials-NCI Enhanced - YPKG114
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Chinese-NCI Enhanced GPI Materials - YPKG127
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NCI E PBIS Instructor Kit - YPKG129
NCI-Enhanced Flex Instructor Kit - YPKG130
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NCI-Enhanced Flex GPI Materials - YPKG132
NCI-Enhanced Flex Renewal Instructor Kit - YPKG133
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ASD Renewal Instructor Kit - YPKG143
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CDN-DRC Promotional Folder - YPKG60
GPI Day 1 Materials-DRC - YPKG61
GPI Day 1 Materials-DCC - YPKG63
DCC Participant Kit Therapy Applications - YPKG65
DCC Instructor Kit ICP - YPKG66
DCC Intermediate Kit - YPKG71
CDN-GPI Day 1 Materials-DCC - YPKG78
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NCI E Laminated Teaching Tool-Crisis Develop ModelPSTE0011, PKGSOP01
NCI E Laminated Teaching Tool-Precipitating Factors PSTE0012, PKGSOP01
NCI E Laminated Teaching Tool-Team Intervention, PSTE0013, PKGSOP01
NCI E Laminated Teaching Tool-Nonverbal Communication, PSTE0014, PKGSOP01
NCI E Laminated Teaching Tool-Paraverbal & Verbal, PSTE0015, PKGSOP01
NCI E Laminated Teaching Tool-Physical Intervention, PSTE0016, PKGSOP01
NCI E Laminated Teaching Tool-Verbal Escalation, PSTE0017, PKGSOP01
NCI E Laminated Teaching Tool-Postvention Coping, PSTE0018, PKGSOP01
NCI E Laminated Teaching Tool-Decision Making Matrix, PSTE0019, PKGSOP01
Bus Driver Laminated Reference Cards (ED) (10), TRCD0007
Driver Laminated Reference Cards (10), TRCD0008
Training Transfer Job Aid Card, TRCD0015
Setting Limits Job Aid Cards 15 PK, TRCD0017
Decision Making Matrix Job Aid (15 pack), TRCD0026
Decision Making Matrix Job Aid (1 each), TRCD0031
French-NCI Decision Making Matrix Job Aid Card, TRCD0036
CHN-NCI Decision Making Matrix Job Aid Cards (15 Pack), TRCD0037
All 10 laminated teaching tools, PKGSOP01 (PKGS0521)

WORK BOOK BUNDLES
DCC - Foundations and Behaviors Workbook, PKGS0710
Nonviolent Crisis Intervention Participant Refresher Workbook and Nonviolent Crisis Intervention Participant Workbook, PKGS0701
PBIS Participant and Refresher Workbook, PKGS0667
NCI Participant Workbooks & Pins, PKGS0002
NCI Participant Workbooks & Certificates, PKGS0003

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Sincerely,

Nathan E. Cromer Esq

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