



Change Culture, Behavior, and Relationships.

By using *Nonviolent Crisis Intervention*® training as part of a comprehensive crisis prevention and intervention plan, you can learn how to defuse challenging and disruptive behavior before an incident escalates to a crisis situation. Successful implementation leads to a change in organizational culture, a change in adult professional behavior, and a change in staff relationships with both service users and stakeholders. These changes offer many benefits to your staff, your organization, and the individuals you serve.

Benefits to Staff

- **Reduce the risk of injury** by decreasing the number of physical interventions.
- **Improve communication** among staff by establishing a common language.
- **Boost staff confidence** to intervene both verbally and physically.
- **Alleviate the stress and anxiety** associated with confusion or uncertainty in crisis moments.
- **Feel safe** at work again.

Benefits to Your Organization

- **Minimize the risk** of potential liability.
- **Improve staff retention** by providing the skills necessary to manage difficult situations.
- **Comply with legislative mandates** and regulatory/accreditation guidelines.
- Create and maintain a **safe, caring, and respectful environment** for staff and those you serve.
- Demonstrate your organization's commitment and contribution to a **safer community**.

Benefits to Those You Serve

- Live, learn, and thrive in a **safe and respectful environment**.
- Interact with positive role models who are **well equipped to manage difficult situations**.
- Become an active participant in the debriefing process and **learn new coping skills**.
- Receive staff guidance about making **positive behavior choices** in the future.
- **Feel supported** by staff who are empathic, compassionate, and respectful.