St. Paul Teacher Injured after Student Throws Chair in Classroom

The Growing Crisis Of Workplace Violence Facing The Country’s Nurses

Deputy: Muncie woman attacked ER doctor, nurse

School Accused of Putting Autistic Boy in Duffel Bag

Nurses Rally for Stronger Workplace Violence Prevention Regulations

JCPS restrained thousands of kids, but didn't report it
Can You Relate?

Hello. I’m Donna. When I accepted a leadership position with a new organization, I was well aware of the challenges. And I was ready to meet them. Finally, I was in a role that gave me the opportunity to effect change. To make a difference. I had a vision and knew what I wanted to accomplish.

I wanted this to be the premier organization of its kind in the community—one with a reputation of excellence. I wanted to hire and retain the best employees and equip them with the tools to succeed. I wanted to produce the best possible outcomes, and create a culture balance between service and safety.

But in the wee hours of the morning, I was afraid. Afraid that an incident would occur, and a news headline or social media video would derail my efforts. I was determined to minimize that risk. And reduce workers’ compensation claims; and risks of injury to our service users; and lost time in my workforce due to burnout.

My previous employer did many things right, including partnering with CPI and using their training, resources, and expertise to change the culture. It worked there, and I knew it would work here.

It took very little time to get key staff trained as CPI Certified Instructors and put an implementation plan in place. Now, every day I see my vision unfold. And every night, I sleep better.
Staff Training for a Safer, More Productive Workplace

The Crisis Prevention Institute (CPI) trains your staff in the language of behavior. How to recognize it as a form of communication. How to prevent it from escalating at the earliest possible stage. How to appropriately respond when it threatens employee safety or quality of care or service. How to get in front of it and stay in front of it to minimize the likelihood of reoccurring issues.

An investment in your organization’s future
CPI training means tangible savings in time and money. It also means fewer disruptive incidents. Reduced risk of injury. Less exposure to liability. Improved staff retention. Fewer workers’ comp claims. Legislative and regulatory compliance. And whenever you need it, access to a secure, online documentation system with a history of your organization’s training dates, attendance, and topics covered.

Accessibility and support
With more than 50 full-time trainers who travel the globe to deliver our programs in more than 170 North American cities and beyond, CPI training is always accessible. Our train-the-trainer option gives you a valuable in-house resource to ensure all staff speak the same language. After training, our unparalleled support guarantees that a real person will answer your Certified Instructor’s phone call by the second ring.

Trusted as the global standard
More than 17,000 organizations trust CPI, the global standard in crisis prevention and intervention training. Join us and give your staff the skills to safely respond when challenging behavior sidetracks them, and give your organization confident, more productive employees.
CPI HELPS RESOLVE YOUR CHALLENGES
Source: bit.ly/1Ty0xVh

What challenge(s) caused your organization to seek out Nonviolent Crisis Intervention® training?

- Meeting regulatory compliance: 54%
- Reducing workplace violence rate: 33%
- Reducing workers’ compensation claims: 15%
- Improving organizational culture: 15%
- Improving staff confidence in working with challenging clients: 32%
- Improving staff skills managing behaviors: 73%
- Other: 79%

Note: this is a multiple-choice question - response percentages may not add up to 100.

CPI TRAINING REDUCES USE OF RESTRAINTS
Source: bit.ly/1YrUmV

Since implementing CPI training, by what percentage have you decreased the use of physical restraints and seductions?
- 10%: by 100%
- 30%: by 75–99%
- 27%: by 50–74%
- 18%: by 25–49%
- 14%: by 0–24%

CPI REDUCES WORKERS’ COMP CLAIMS
Source: bit.ly/1Stike17

As a result of implementing CPI techniques, by what percentage have workers’ compensation claims decreased?
- 44%: by over 50%
- 10%: by 40–49%
- 8%: by 30–39%
- 12%: by 20–29%
- 25%: by less than 20%

UNPARALLELED SUPPORT
Source: bit.ly/1Rx0xGf

“The online documentation and record keeping aspects of CPI are quite useful for both the participants and the trainers.”

- Bradley Vandersall
  Nurse Educator, University of California, San Diego

CPI SETS THE STANDARD FOR TRAINING
Source: bit.ly/1YW83md

“The Global Professional Instructors who train us are phenomenal! Their knowledge and enthusiasm sets the standard for us. I have always appreciated their direct support and assistance (in person, through email, in the Instructor Community on Yammer) to figure out how to handle crisis situations.”

- Rebekah Clark
  Teacher, Caldwell County Schools

Research by: TechValidate
| techvalidate.com/product-research/crisis-prevention-institute

95% of organizations agree

CPI IMPROVES STAFF SKILLS
Source: bit.ly/1AwzV9Q

“CPI improved staff de-escalation skills, improved overall safety, and has become ingrained in our training.”
CPI by the Numbers: Strong Today and Still Growing

35+ years of experience training professionals in proven techniques, skills, and strategies that have stood the test of time.

235 employees who are always available to provide service and support for all your organization's training needs.

50+ trainers who are full-time CPI employees and travel the world to deliver our open and hosted programs.

30,000 Certified Instructors who help build and maintain staff proficiency by delivering training within their organizations.

17,000+ organizations across the globe have CPI Certified Instructors who deliver the program at their workplaces.

10 million professionals in all types of service environments have participated in CPI programs since 1980.

680+ programs each year ensure easy access to our training in more than 170 North American locations and beyond or right at your facility.

325+ training resources for Certified Instructors including webinars, electronic presentations, workbooks, facilitation tools, and access to an online Training Center.

84,325 incoming phone calls answered by CPI's helpful and knowledgeable Training Support Team in 2015.
CPI vs. Our Competitors

When comparing CPI to other training providers, remember that you’re investing in important outcomes—keeping people safe—and not just in the cost of a training event. That said, there are tangible cost savings to implementing CPI training that outshine the competition.

CPI is the only training provider with the depth of content and resources to support your Instructors and help ensure your organization achieves successful outcomes.

The risk-mitigation support we offer you and your organization is the best in the industry, bar none. CPI support includes:

• Knowledgeable and experienced employees ready to answer your Certified Instructor’s call.

• Quality online and classroom training materials that assist in adult learning retention.

• Accessible documentation system that helps protect your organization should you need it.

The cost of implementing CPI training over four years is similar to that of other providers, especially when factoring in staff time away for training; however, we believe you will find a stronger ROI with CPI. When stacked against the competition, CPI stands alone and sets the industry standard as both a solid investment and an effective program.

And when you consider both the cost and the value of keeping people safe, there really is no comparison.
We believe behavior is a form of communication.
As CPI’s cornerstone program, Nonviolent Crisis Intervention® training teaches people practical skills and strategies for assessing, managing, and responding to risk behavior in their work environment. While the focus is on verbal de-escalation and early intervention, a range of safe physical intervention options can also be an important part of the training.

This time-tested program provides staff with an effective framework for decision making and problem solving, and equips them with the skills and confidence to support a culture of Care, Welfare, Safety, and Security℠.

Who Should Attend
Nonviolent Crisis Intervention® training is best suited for human service providers, including:

- Educators
- Health care professionals
- Long-term care providers
- Behavioral health professionals
- Mental health care providers
- Juvenile facility staff
- Disability services providers
- Corrections facility staff
What’s Offered

Four-Day Instructor Certification Program
Our train-the-trainer option is the choice of most organizations. Participants review content from the first two days to master the intervention techniques and become certified to teach the Foundation Course within their organization.

Two-Day Foundation Course
The second day of training expands on crisis intervention methods to include the study and practice of a progression of holding skills. These skills are taught to be used only as a last resort, when an individual becomes an immediate danger to self or others.

One-Day Seminar
The first day of training focuses on prevention and deceleration strategies. Participants learn to assess risk behavior, make appropriate decisions based on those risks, and are introduced to CPI’s principles-based disengagement skills.

Options for Getting Staff Trained

There are two ways to get your staff trained by CPI. They can attend either an open program or a hosted program.

Open programs are scheduled regularly at more than 170 select locations throughout North America. Visit crisisprevention.com for the most up-to-date schedule.

Hosted programs are held right at your facility and customized to your realities. You can limit participants to your own employees or invite professionals from other organizations.
Certified Instructor Delivery Options

Once someone from your organization is certified to teach the Foundation Course, there are two ways to train additional staff.

TRADITIONAL CLASSROOM OPTION
Your Certified Instructor conducts an in-person training event at your organization.

FLEX OPTION
Your Certified Instructor utilizes CPI’s blended eLearning option, which combines online and classroom experiences.

eLearning at CPI

Our Flex platform is a strategic blend of online and classroom learning. Your staff control the time, pace, and place of the online component. The subsequent classroom session allows your Certified Instructor to focus on knowledge transfer and content application.

In addition to blended learning, CPI’s eLearning options include DVD programs, video-on-demand, webinars, and online courses available on our Learning Management System. Targeted micro-learning opportunities are also available through our CPI App.
Maintaining Certification and Skills

To build and maintain staff skills in behavior intervention and violence prevention, training must be an ongoing process. CPI has quality standards in place to help organizations achieve their intended outcomes.

To help gauge proficiency and prevent training drift, we require Certified Instructors to attend a program facilitated by CPI every two years.

Your organization’s policy should determine how frequently employees need to be re-trained. Our recommendation is that Certified Instructors conduct refresher training for staff at least once every 6 to 12 months, and in accordance with CPI’s recommended practices for content and program length.
We believe training is an ongoing process.

- Nonverbal communication
- Proxemics → personal space
- Kinesics → body language
Beyond the Basics

We continually develop additional content to integrate topics such as PBIS, autism, trauma-informed care, verbal skills, advanced physical intervention, and dementia/cognitive challenges into our core program.

TOPIC MODULES

Topic Modules allow in-depth customization to address the unique needs of employees and evolving issues of the organization.

The two-hour modules listed at right build on program principles and highlight specific skills and strategies.
Available Topic Modules

**After the Crisis**
Focuses primarily on employee debriefing and how to re-establish communication with the person who has acted out.

**Challenged by Mental Illness at Work**
Raises awareness about mental illness and builds strategies for managing the challenges of mental illness in the workplace.

**Crisis Response Teams**
Offers strategies for using Crisis Response Teams to deal with individuals who are losing—or have lost—control of their behavior.

**Giving Bad News**
Provides guidance on presenting bad news directly and tactfully so the recipient still feels he or she has been supported and, at the very least, treated fairly.

**How to Document Incidents**
Examines the value of good documentation to ensure appropriate follow-up action, identify patterns and trends, and assess policies and procedures.

**Negotiating Your Way Through Conflict**
Explores concepts that help implement an organized and constructive conflict negotiation session between individuals or groups.

**Opening the Lines of Electronic Communication**
Examines methods to achieve effective communication when there is no opportunity to see the other person or persons.

**Setting Effective Limits**
Strengthens employees’ communication skills and minimizes the likelihood of becoming frustrated or angry in response to uncooperative behavior.

**Situational Applications**
Uses role-plays and scenarios to help employees transfer what they’ve learned to the unique challenges they face every day.

**Responding to Violence**
Offers practical information and strategies to address employee and organizational preparedness for preventing and responding to violence.

**Workplace Bullying**
Helps employees recognize the many faces of workplace incivility and develop strategies for creating and maintaining a more respectful work environment.

**Workplace Substance Abuse**
Gives employees the skills to recognize and appropriately intervene in problem situations related to drugs, alcohol, and other impairing substances.
We believe WORKPLACE VIOLENCE occurs along a continuum of behaviors.
When the need to manage workplace violence surpasses the need to provide service, it’s time for the Prepare Training® program. The training offers employees a set of practical steps for safely and consistently responding to a wide range of challenging behaviors in an environment where there is no duty to care.

The concepts and strategies taught in the program are highly effective for reducing the frequency and severity of these behaviors, increasing employee confidence and morale, and fostering a culture of Respect, Service, and Safety at Work®. The program’s flexible curriculum includes a library of two-hour Topic Modules that expand the program and create tailored training that addresses your organization’s specific needs.

Training Options
- One-Day Foundation Seminar
- Three-Day Instructor Certification Program

Who Should Attend
The Prepare Training® program is best suited for professionals who work in service-oriented environments with no duty to care, including:

- Libraries
- Retail establishments
- Governmental agencies
- Transportation services
- Manufacturing
- Hospitality
- Corporate offices
The total solutions we offer are in place to empower and support providers who are committed to transforming the memory care experience. When you work with the DCS team, you choose how much or how little to engage us in the process of achieving your goals.

**We Train**
To deliver person-centered stage-specific memory care, you first need a staff with highly specialized skills. Our Dementia Capable Care training for both care partners and therapists helps you build a dementia-capable team that works together cohesively and consistently.

**We Help Implement**
To support your team so they can deliver quality dementia care, we help you implement our Warchol Best-Abilities Care Model℠ and embed its philosophy into your organization’s culture.

**We Consult**
Our consulting team has extensive experience customizing memory care for varying levels of service. From consulting on clinical, activities, and therapeutic regimens to working with architects and designers, we help add person-centered stage-specific components to all aspects of memory care. We can assist with the physical environment, like floor plan design and interior/exterior therapeutic design, and also give you the tools and systems to develop or improve your operational infrastructure.

### Training Options

**CARE PARTNERS**
- One-Day Foundation Course
- Two-Day Foundation and Care Partner Applications Course
- Three-Day Instructor Certification Program

**THERAPISTS**
- One-Day Foundation Course
- Two-Day Foundation and Therapy Applications Course
- Two-Day Dementia Therapy Intermediate Course
Who Should Attend
Dementia Capable Care training is appropriate for all members of the dementia care team, including:

CARE PARTNERS
- Administrators
- Nurses, nursing aides
- Social workers
- Therapists
- Activity professionals
- Support staff

THERAPISTS
- OTs, OTAs
- PTs, PTAs
- SLPs
Support From CPI

CPI support is readily available on the phone, online, and on the go.

On the phone
Our Training Support Team is available to help problem solve any training issue, including how to:

- Implement a system-wide violence prevention plan.
- Develop effective policies and procedures.
- Discuss training standards and recommended practices.
- Find the most effective resources.

Online
Certified Instructors have exclusive access to online resources, including:

- On-demand webinars to help plan and deliver effective training programs.
- Training documentation system with online roster submission and electronic record-keeping.
- eNewsletters that offer guidance, tips, tools, and legislative and regulatory updates.
- Downloadable Instructor materials, tutorials, and interactive learning activities.

On the go
Certified Instructors can download the free CPI App that gives them 24/7 access to:

- Set up and document a training.
- Review their training history.
- View their certification details.
- Find a nearby program.

The CPI App is also available to trained staff and gives them access to their digital Blue Card™.
Support From Other Certified Instructors

Certified Instructors connect with like-minded peers through the CPI Instructor Community hosted on Yammer.

This secure online network gives Certified Instructors a place to troubleshoot challenges, solve problems, exchange ideas, share successes, find resources, boost their confidence, and inspire each other.

Certified Instructors representing all industries have 24/7 access to the Community through their computer or through the Yammer App on their smartphone. Yes, it’s free – one of the many benefits of being a CPI Certified Instructor.
We believe the only behavior you can control is your own.
Our Mission

CPI’s mission is to reduce the likelihood and severity of incidents of workplace violence initiated by clients, visitors, or employees.

We advance our mission by giving professionals time-tested strategies and skills, by giving organizations confident and productive employees, and by giving the people you serve a safe and compassionate environment in which to live, learn, and thrive.

Through staff training, premium resources, and unrivaled support, we promote our beliefs, and set the global standard for behavior management training.
Let’s Face It

We’re all just people working to achieve common goals. We believe in you. We believe in ourselves. And we believe that together, we can make the world a safer place.

The more than 235 employees of CPI are here for you. To answer your questions, to support your Certified Instructors, and to offer you every strategy, resource, tool, system, technology, and process you need to prevent crisis situations at your organization.

These are our faces, and we’ve got your back. Whenever you need us, just call and we’ll answer by the second ring.
Be a part of SOMETHING BIG!

Join the 17,000 organizations with more than 30,000 Certified Instructors who have trained over 10 million professionals in CPI’s training programs.

Now that really is something big!
Check out our video here: crisisprevention.com/somethingbig
Let’s Talk!
If you’re ready to learn more about how CPI’s training, resources, and expertise can positively impact your organization, contact us today. We’ll help you shift your focus to prevention, put an implementation plan in place, and build a safer, more productive workplace.

Call: 877.877.5389
Email: info@crisisprevention.com
Visit: crisisprevention.com
More than 35 years ago

our founders gave us the middle name of Prevention for a good reason; it always has and always will be at the heart of everything we do.