
Real Issues at School

Positive Strategies for Crisis Prevention

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by

Crisis Prevention Institute, Inc.



Today's Presenters

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Presentation Overview

- **CPI, who we are and what we do.**
- **Aggression in our schools.**
- **Understanding moments of crisis.**
- **Staff responses—S.L.O.W. down.**
- **Crisis as an opportunity.**
- **Benefits of training**
- **Questions and resources from CPI.**

Crisis Prevention Institute

- Over 28 years experience
- Thousands of organizations worldwide have utilized the *Nonviolent Crisis Intervention*[®] training program
- Currently over 20,000 Certified Instructors teaching the *Nonviolent Crisis Intervention*[®] training program
- Over 5.4 million individuals trained in the *Nonviolent Crisis Intervention*[®] training program worldwide
- Training offered in English, Spanish, French and German

Crisis Prevention Institute

Nonviolent Crisis Intervention[®] **Program Overview**

The *Nonviolent Crisis Intervention*[®] training program is designed to help professional educators provide for the best possible *Care, Welfare, Safety, and Security*SM of confrontational, challenging, noncompliant, or out-of-control persons.

This presentation will highlight components of effective crisis prevention and intervention strategies.

For maximum effectiveness, attendance at a formal *Nonviolent Crisis Intervention*[®] training program is recommended.

Aggression in Our Schools

Statistics of violence in our schools

- 48% of schools report at least one student threat of physical attack without a weapon.
- 9% of schools report a threat with a weapon.
- 75% of schools report violent incidents occurring at their school.

Source: Crime, Violence, Discipline, and Safety in U.S. Public Schools: Findings From the School survey on Crime and Safety: 2007-2008. U.S. Department of Education.

Aggression in Our Schools

Statistics of violence in our schools

- 25% of schools report daily or weekly occurrences of student bullying.
- 6% of schools report daily or weekly occurrences of student verbal abuse of teachers.
- 10% of schools report student acts of disrespect for teachers other than verbal abuse.

Source: Crime, Violence, Discipline, and Safety in U.S. Public Schools: Findings From the School survey on Crime and Safety: 2007-2008. U.S. Department of Education.

Effects of Aggression

- Psychological and emotional impacts.
- Fear and anxiety.
- Absenteeism.
- Staff turnover.
- Lawsuits, injury, death.

Effects of Aggression

Percentage of schools reporting specific factors that negatively affect attempts to reduce crime at schools:

- Teacher's fear of student retaliation: 20%
- Fear of litigation: 36%
- Fear of district or state reprisal: 18%

Understanding the Moment of Crisis

A crisis is that moment in time...

when a student/parent/spouse **loses** rational or even physical **control** over his or her own behavior.

What might this look like or sound like in your school?

What if . . .

What if your child, relative, or friend was in a crisis moment? What standard of care would you expect?

CPI suggests...

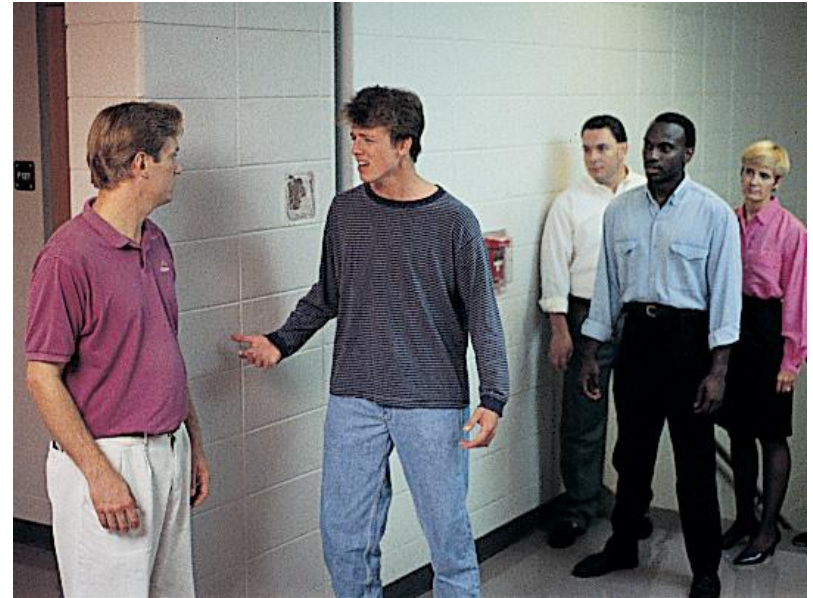
Care, Welfare, Safety, and SecuritySM.

What Can You Control

- We cannot always control the behaviors of others in a moment of crisis.
- We cannot always make students/others do as we ask.
- With proper training, we may be able to control our own behavior and responses.

Staff Responses

- Intervene early – before the crisis escalates to violence.
- Prevention is the ideal intervention.



Staff Responses

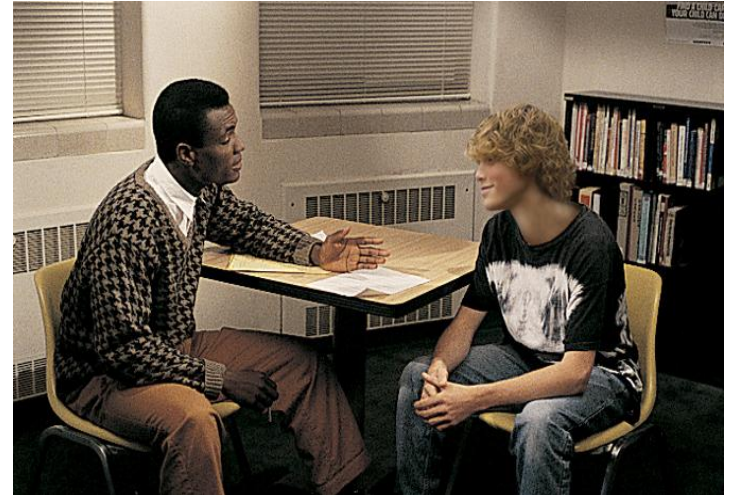
Intervene “S.L.O.W.” ly

- Stay focused
- Listen carefully
- Offer choices
- Work together



Stay Focused

- Focus on the person's behavior.
- Focus on yourself.
- Focus on your goal.



Stay Focused: Focus on the Person's Behavior

- What does the person's body language communicate to you?
- What does the person's voice communicate to you?
- What does the content of the person's speech tell you?
- What underlying messages can you discern?

Stay Focused: Focus on Yourself

- Breathe deeply, stay calm
- If you are feeling angry, ask yourself: “Why am I so angry?”
- Monitor your body language
- Monitor your voice
- Be realistic about your expectations
- Detach, it is probably not about you

Stay Focused: Focus on Your Goals

- De-escalate the crisis.
- Maintain the *Care, Welfare, Safety, and Security*SM for all.
- Maintain your relationship with the person in crisis.

Listen Carefully

- Be nonjudgmental.
- Use simple statements.
- Listen for hidden meanings.
- Allow for silence.
- Restate what you understand for clarification.

Offer Choices

- Use simple, understandable language.
- Offer reasonable choices, with reasonable consequences.
- Use persuasion, not ultimatums.
- Allow time to make better choices.
- Prepare to enforce consequences.

Work Together

- Debrief when all are back in control.
- Identify causes or contributing factors to crisis.
- Note behavior trends.
- Explore options for next time.
- Support all involved in the crisis:
 - The primary person(s) in crisis.
 - Staff.
 - Bystanders.
- Document in a reasonable time frame.

Opportunities After a Crisis

What happens after a challenging situation?

Three possible outcomes =

1. becomes worse;
2. stays about the same;
3. or improves.

“If nothing changes...nothing changes.”

Staff Response

Response to aggression

- Stay focused
- Listen carefully
- Offer choices
- Work together



Benefits of Training

- Responses based on training vs. the emotions of the moment.
- Promotes *Care, Welfare, Safety, and Security*SM for all stakeholders.

Questions

**If you have a question for John or Susan,
feel free to ask via chat by using the
“Question and Answer” feature on the
side of your screen.**

Contact Information

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