

CPI Training Solutions for Human Services

De-escalation training solutions that improve staff safety and retention while lowering costs related to injuries, time off the floor, and workers' compensation claims.



The Worldwide Leader in De-Escalation Training

Since 1980, Crisis Prevention Institute, Inc. (CPI) has trained more than 17 million people within service-oriented industries, including non-profit, private, and government organizations within human services.

We are dedicated to changing behaviors and reducing conflict for the *Care, Welfare, Safety, and SecuritySM* of everyone. We believe in the power of empathy, compassion, and meaningful connections. We believe personal safety and security are the antidotes to fear and anxiety. It's a philosophy that is central to everything we do, and traces back to our beginning.



We teach the world that by combining the right skills with dignity and respect, you create well-being throughout the workplace and beyond.

45+

Years of
Experience

17,000+

Partner
Organizations

42,000

Certified Instructors
Worldwide

17M+

Trained
Professionals

Evidence-Based Training for Human Services Professionals

CPI teaches human services professionals the skills and techniques to identify, prevent, and de-escalate the complex situations they encounter in the workplace. With tiered levels of training, we offer customizable solutions that fit every role and risk level to foster facility-wide safety and well-being.

Organizations We Serve:

- Child Welfare
- Intellectual Development Disabilities
- Juvenile Services
- Mental Health
- Psychiatric Hospitals
- Social Services
- And More

Make a Measurable Impact with Industry Leading Training Solutions

CPI's customizable training provides human services professionals with the skills to recognize escalated situations and proactively mitigate crises.

Our person-centered, trauma-informed approaches make these critical prevention skills applicable to all staff roles, from frontline workers interacting with challenging behavior to administration teams that do not regularly encounter complex clients.



CPI DELIVERS RESULTS

87%

decrease in use of force
at Pine Hills Youth
Correctional Facility

85%

reduction in emergency
safety interventions at
Hillside of Atlanta

65%

decrease in workers'
compensation claims at the
Southwest Idaho Treatment Center

“CPI training establishes a clearer picture for employees to gain the confidence to apply their knowledge and skills to de-escalate situations verbally or with physical safety interventions.”

Minerva Cooperwood, Director of Training and Development
Mission Road Development Center

Experience the Benefits of a Tailored Training Solution

At CPI, we know that everyone plays a critical role in creating a safer workplace.

So, we offer tailored training solutions for all staff, to help you create an organization-wide culture of safety. Our training provides your staff with relevant skills based on their role and the risks they encounter every day.

CPI training has helped human services facilities improve staff safety and retention, as well as lower costs related to staff injuries, time off the floor, and workers' compensation claims. Our partners have also successfully reduced the need for restraints through our training's focus on prevention and proactive verbal intervention skills.

Proven Solutions for Every Risk Your Organization Encounters

CPI Human Services Program Suite

SELECT STAFF
ALL STAFF

CPI NCI™
With Advanced Physical Skills
Learn Advanced Disengagement and Physical Intervention Techniques for Situations Involving Dangerous Behaviors

HIGH RISK Associated Behaviors:

- Destructive behavior
- Causing harm to self or others
- Physically aggressive

CPI Nonviolent Crisis Intervention®
Learn Intervention Skills and Techniques to Safely De-escalate Crisis Situations

MID-TO-HIGH RISK Associated Behaviors:

- Challenging behavior
- Trauma-induced behavior
- Using abusive language

CPI Verbal Intervention™
Learn Verbal De-escalation Skills to Avoid Restrictive Interventions

LOW RISK Associated Behaviors:

- Anxious behavior
- Disruptive behavior
- Verbally defensive

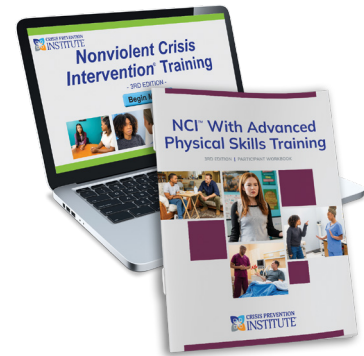
Find a training event near you: CrisisPrevention.com/HSTraining

CPI Foundational Training Programs

Nonviolent Crisis Intervention® (NCI™) With Advanced Physical Skills Training

NCI™ With Advanced Physical Skills Training is designed for facilities that support persons who are more likely to demonstrate dangerous or more complex behaviors. It equips staff with the problem-solving and decision-making skills to help them recognize the level of risk and apply the most appropriate verbal and/or physical intervention techniques. In addition to all *Nonviolent Crisis Intervention®* skills, staff learn safe and advanced disengagement and intervention skills for situations involving higher-risk behaviors.

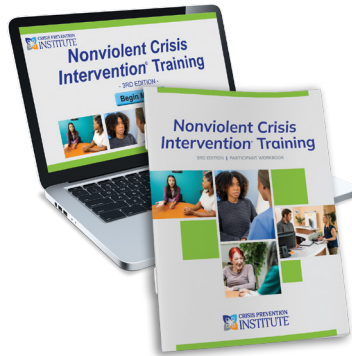
Available as: In-person class with online course



Nonviolent Crisis Intervention® (NCI™) Training

***Nonviolent Crisis Intervention®* Training** focuses on verbal de-escalation and early intervention, giving staff an effective framework for decision-making and problem solving. By teaching safe disengagements and restrictive interventions that can be implemented with the least use of force, this program provides the safest environment for all parties involved.

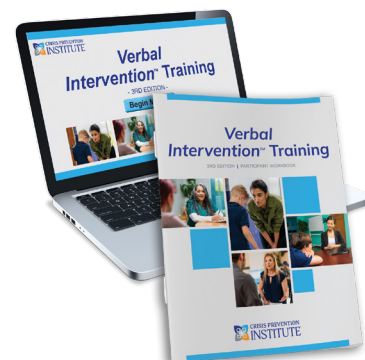
Available as: In-person class with online course



Verbal Intervention™ Training

***Verbal Intervention™* Training** is ideal for organizations with a hands-off policy and staff who don't experience the kind of higher-risk situations that require restrictive interventions. This training instills the confidence and skills to verbally de-escalate disruptive behaviors and prevent further escalation.

Available as: Virtual and online training



Southwest Idaho Treatment Center

As a residential home for adults with intellectual disabilities, the staff at the Southwest Idaho Treatment Center (SWITC) interact with a range of complex behaviors each day, many of which lead to escalated and disruptive encounters. In 2019, SWITC turned to CPI to support its goals of improving staff safety, enhancing client well-being, and reducing the use of restraints. SWITC achieved these goals, along with realizing cost savings from a reduction in workers' compensation claims, by implementing NCI™ With Advanced Physical Skills Training.

SWITC continues to utilize CPI's training programs to provide all staff with proactive skills to recognize and prevent escalated behaviors before they happen. SWITC has successfully trained over 450 employees and has embedded 7 Certified Instructors across their facility.



75%

fewer work hours
lost due to injury

66%

reduction in the
use of restraints

65%

decrease in workers'
compensation claims

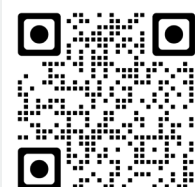
28%

reduction in
client assaults

**“The investment in CPI training
has helped us retain staff.
When staff know what to do in a
crisis situation and have the support
they need, they’re more likely to stay.”**

Jamie Newton, Administrative Director
Southwest Idaho Treatment Center

**Watch SWITC’s
success story:**



Our Training Approach

With our train-the-trainer framework, we train select staff to become your organization's Certified Instructors and experts in de-escalation training. Then, your Certified Instructors teach these de-escalation skills to employees across your facility.

Our proven model ensures your successful implementation of training, providing better cross-departmental collaboration, quicker and more efficient crisis response times, and increased staff confidence and retention.



1.

We certify your trainers.

CPI instructors train select staff to become your organization's Certified Instructors.

2.

Your trainers train their colleagues.

Certified Instructors conduct ongoing trainings using CPI courses and materials.

3.

Your staff gain skills and confidence.

Trained staff gain practical expertise and vocabulary to safely address challenging situations.

Partner with the Industry Leader

CPI is the leading provider of de-escalation training for human services organizations across the U.S. This includes non-profit, private, and government organizations that support child welfare, intellectual development disabilities, juvenile services, mental health, psychiatric hospitals, social services, and more.

Using our 4D approach, we discover, diagnose, design, and deliver proven de-escalation training in sustainable phases, customized to each facility's unique needs and risks.



Discover

Understand the current environment for both staff and clients, including the types of behavior encountered to determine risk levels across all roles.



Diagnose

Build the organizational support structure required for ownership, accountability, and efficacy and adopt a common workplace safety language.



Design

Create a sustainable path to integrate and continuously improve de-escalation training throughout your entire facility.



Deliver

Provide staff with the annual de-escalation training they require and apply additional training to upskill those in high-risk or complex roles.



Connect with CPI today to learn how a customized de-escalation program will benefit your human services facility.

CrisisPrevention.com/HSConnect