

# Nonviolent Crisis Intervention® Mental Health Training, 3<sup>rd</sup> Edition

## CONTENT OUTLINE



## Program Summary and Philosophy

CPI's *Nonviolent Crisis Intervention*® Mental Health Renewal Program facilitates a deeper understanding of the course that the Certified Instructor will be teaching back at your organization and provides Instructor Training for participants to enhance their skill set related to teaching the course and integrating it within your organization. They'll practice strategies to identify escalating behaviors in others as well as use effective approaches to intervene during different crisis levels through the lens of mental health. Participants will gain a broad range of tools to help them manage their own emotional responses and implicit bias in stressful situations.

The blended program is comprised of three parts. Part one is an online course which includes Introduction to Mental Health and *Nonviolent Crisis Intervention*® training. Introduction to Mental Health provides an overview of mental illness, its prevalence in the world, and resources to be person-centered in your practice. Specific examples and intervention strategies are shared. *Nonviolent Crisis Intervention*® training provides a review of the core program content. Part two is one classroom day where participants review safety intervention skills and practice teaching them. Part three is one live virtual day focusing on mental health content.

The classroom program has three days (including the mental health day) that focus on review and facilitation practice of *Nonviolent Crisis Intervention*® content and safety intervention skills and specialized mental health content.

Any Certified Instructor who has completed the *Nonviolent Crisis Intervention*® Foundation Course is able to participate in the *Nonviolent Crisis Intervention*® Renewal course.

Crisis Prevention Institute trains and certifies designated people from your organization. After they have been trained by a CPI Global Professional

## Program Objectives

- Define common mental health disorders.
- Explain, in general terms, the causes and symptoms.
- Describe the social stigmas and stereotypes associated with mental health disorders and their negative impact.
- Explain how common myths and personal biases create false assumptions about individuals with mental health disorders.
- Identify change strategies for working together to combat stigmas using a person-centered, trauma-informed care approach.
- Use the philosophy of *Care, Welfare, Safety, and Security*™ and a person-centered and trauma-informed approach when responding to a person in distress.
- Interpret distress behaviors and address the cause of the behavior to de-escalate the situation.
- Assess risk of behavior using the *Decision-Making Matrix*™ and identify preventive strategies to mitigate risk.
- Identify and respond appropriately to various levels of crisis behaviors.
- Manage your own emotional responses to distress behavior.
- Use your communication skills to be supportive and strengthen your interventions to de-escalate potential conflict situations.
- Use directive strategies when verbally intervening to de-escalate defensive behaviors.
- Use the *Decision-Making Matrix*™ in the moment of Risk Behavior to determine Safety Interventions that represent a reasonable, proportionate, least restrictive, and last-resort course of action.
- Use safety intervention strategies to maximize safety and minimize harm in situations where behavior presents an imminent or immediate risk of harm to self or others.
- Apply a process for support and learning at the end of a crisis situation.
- Explain how you will consider the Physical Skills Review Framework and key legal and professional considerations when using non-restrictive disengagements and restrictive interventions.
- Describe and demonstrate proper use of non-restrictive disengagements and restrictive interventions for an individual presenting risk behavior.

Instructor and successfully passed all components, including the instructor exam, they are qualified to teach at your organization using the approved CPI training materials.

## Facilitation Methods

The online portion of the course presents the content through narration, video, and interactive activities. The content learned in the online portion of the course will be practiced in the classroom.

Classroom and live virtual portions of the course include use of an Electronic Presentation with activities that will aid participants in the implementation of the *Nonviolent Crisis Intervention*® training. Participants will complete teach backs of the content.

---

# CPI Renewal Program Components - BLENDED DELIVERY

## Program Hours – Blended delivery

The 14-hour CPI Renewal Program includes:

- PART 1:** Completion of 3 hours of Introduction to Mental Health and *Nonviolent Crisis Intervention*® 3rd Edition online training.
- PART 2:** Participation in 5.5 hours of classroom training that includes Safety Interventions teaching practice and assessment.
- PART 3:** Participation in 5.5 hours classroom training focusing on mental health content.

NOTE: A certificate of completion with CPI's continuing education information will be awarded upon full participation in and completion of program components and successful passing exam score (80%).

## Part 1: Online Course

Introduction to Mental Health	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
<b>Introduction</b>	<ul style="list-style-type: none"> <li>Describe mental health, which is not just the absence of mental disorder but a state of well-being.</li> <li>Identify factors that influence mental health to include environmental, social, psychological, biological, and cultural factors.</li> </ul>
<b>Mental Health Disorders</b>	<ul style="list-style-type: none"> <li>Define mental disorders specific to mood, anxiety, personality, and psychotic disorders which involve changes in thinking, mood, and behavior.</li> <li>Describe the symptoms of the disorders.</li> <li>Identify the demographics impacted by the disorders.</li> </ul>
<b>Myths and Stigmas About Mental Illness</b>	<ul style="list-style-type: none"> <li>Identify common myths associated with mental illness.</li> <li>Describe social stigmas and stereotypes associated with mental health disorders.</li> <li>Identify the negative impact stigmas have on individuals with mental health disorders.</li> </ul>
<b>Working Together to Combat Stigmas</b>	<ul style="list-style-type: none"> <li>Identify change strategies to combat stigmas, including education and interaction.</li> </ul>
<b>TOTAL TIME: 1 Hour</b>	

Nonviolent Crisis Intervention® 3rd Edition Training	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
<b>Introduction</b>	State the learning expectations and guidelines for the training. Explore the philosophy of the training.
<b>Module 1: Understanding Behavior and Its Risk</b>	Interpret the brain's response to threat as one of the causes of distress behavior. Explain how to identify the level of risk of the behavior and identify preventive strategies to mitigate risk.
<b>Module 2: The CPI Crisis Development Model<sup>SM</sup></b>	Identify behavior using the CPI <i>Crisis Development Model</i> <sup>SM</sup> . Identify staff approaches effective in responding at each behavior level to prevent further escalation.
<b>Module 3: Integrated Experience</b>	Explore underlying causes of behavior; recognize the need to maintain consistent, calm behavior in a crisis; and understand how the behavior of one person impacts the behavior of others.
<b>Module 4: Supportive Communication Skills</b>	Describe communication strategies to positively impact an individual's behavior and prevent or de-escalate a crisis. Identify how to prepare for a difficult conversation.
<b>Module 5: Responding to Defensive Behaviors</b>	Identify stages of defensive behavior using the <i>Verbal Escalation Continuum</i> <sup>SM</sup> . Identify intervention strategies that are most effective at each stage.
<b>Module 6: Safety Interventions</b>	In the moment of Risk Behavior, explain how to choose Safety Interventions that are a last resort, reasonable, and proportionate. Identify non-restrictive verbal and environmental interventions to keep self, others, and the person safe when crisis escalates to risk behavior.
<b>Module 7: Post-Crisis</b>	Describe a framework that helps guide staff through the process of establishing Therapeutic Rapport and learning after a crisis. List coping strategies to build your resilience.
<b>Conclusion and Assessment</b>	Summarize the training. Complete an online quiz and survey prior to classroom training.
<b>TOTAL TIME: 2 Hours</b>	

## DAY 1 Part 2: Classroom Days

Nonviolent Crisis Intervention® Mental Health Training, 3 <sup>rd</sup> Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Program Quality Standards</b>	<p>Identifies benefits of CIPA membership. Explores roles and responsibilities of the Certified Instructor.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>List the components and requirements of the Certified Instructor Renewal Process.</li> <li>Explain the importance of training as an ongoing process.</li> <li>Demonstrate familiarity with the resources, processes, and procedures for initial and refresher training programs.</li> </ul>	<b>60 minutes</b>
<b>Safety Interventions Teaching Practice and Assessment – Disengagement Skills</b>	<p>Assesses proficiency in teaching Safety Interventions – Disengagement Skills.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>List key principles.</li> <li>Apply knowledge of key principles when answering questions about disengagement skills.</li> <li>Review Physicals Skills Review Framework.</li> <li>Demonstrate ability to teach disengagement skills using CPI's Safety Intervention teaching framework.</li> <li>Identify group facilitation techniques that can best engage staff and enhance learning.</li> </ul>	<b>120 minutes</b>
<b>Safety Interventions Teaching Practice and Assessment – Holding Skills</b>	<p>Assesses proficiency in teaching concepts and strategies of CPI's Safety Interventions – Holding Skills.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>List key principles.</li> <li>Apply knowledge of key principles when answering questions about holding skills.</li> <li>Review <i>Opt-Out Sequence</i><sup>SM</sup>, Physical Skills Review Framework, and Risk of Restraints.</li> <li>Demonstrate proficiency teaching holding skills using CPI's Safety Intervention teaching framework.</li> </ul>	<b>150 minutes</b>
<b>TOTAL TIME:</b>		<b>5.5 Hours</b>

**Note:** The final exam is online. You will receive a link to complete it.

## DAY 2 Part 3: Specialized Topic (Mental Health)

Nonviolent Crisis Intervention® Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction</b>	Orients participants to becoming CPI Certified Instructors. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Connect with fellow participants and discuss how the care of individuals with mental illness applies to them.</li> </ul>	<b>30 minutes</b>
<b>Understanding and Awareness of Mental Health</b>	Offers a better understanding of mental health and how it affects those we serve. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Discuss major concepts learned from the online course through a person-centered lens to gain empathy and understanding for people who are impacted by mental health disorders.</li> <li>Apply this understanding to the specific population they serve.</li> <li>Discuss and understand how they can support those with mental illness in their care.</li> <li>Discuss implicit bias and understand how they can support people in their care.</li> </ul>	<b>60 minutes</b>
<b>Discussion and Application of Best Practices</b>	Discussion of best practices in supporting those with mental illness and practice of these strategies. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Discuss relevant best practices for person-centered support for those with mental illness.</li> <li>Practice and apply these strategies to a variety of workplace scenarios.</li> </ul>	<b>60 minutes</b>
<b>Looking at Nonviolent Crisis Intervention® Content and Mental Health</b>	Discussion of <i>Nonviolent Crisis Intervention®</i> content through the lens of mental health. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Gain a deeper understanding of <i>Nonviolent Crisis Intervention®</i> content while learning how to apply mental health strategies to each module.</li> </ul>	<b>90 minutes</b>
<b>Restrictive Practices</b>	Discussion of specific mental health considerations and how they apply to restrictive practices. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Gain a better understanding of the risks associated with restrictive practices for those with mental health disorders.</li> <li>Understand how to avoid the use of restrictive practices with those they serve.</li> </ul>	<b>30 minutes</b>
<b>Facilitation Options</b>	Learn how to train <i>Nonviolent Crisis Intervention®</i> content with mental health content. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Explore options for blended and classroom delivery of refresher and initial training.</li> <li>Discuss how to incorporate mental health content into <i>Nonviolent Crisis Intervention®</i> training.</li> </ul>	<b>30 minutes</b>
<b>Action Plan</b>	Participants plan an implementation strategy to bring content back to their workplace.	<b>30 minutes</b>
<b>TOTAL TIME:</b>		<b>5.5 Hours</b>

Note: The final exam is online. You will receive a link to complete it.

# CPI Renewal Program Components - CLASSROOM DELIVERY

## Program Hours – Classroom delivery

The 17.5-hour CPI Renewal Program includes participation in *Nonviolent Crisis Intervention*® content and Safety Interventions teaching practice and assessment.

NOTE: A certificate of completion with CPI's continuing education information will be awarded upon full participation in and completion of program components and successful passing exam score (80%).

### DAY 1

<i>Nonviolent Crisis Intervention</i> ® Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction to Instructor Training</b>	Orients participants to becoming CPI Certified Instructors. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Identify the Certified Instructor Professional Association's (CIPA) mission, terminology, and membership benefits and support.</li> <li>Describe the role of a Certified Instructor.</li> </ul>	<b>30 minutes</b>
<b>Instructional Goals and Facilitation Strategies</b>	Develops awareness and understanding of effective methods for teaching the adult learner. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Determine best practice for organizing training materials and maintaining program continuity and consistency.</li> <li>Explain CPI learning modalities (blended and classroom).</li> <li>List principles and tips for training the adult learner.</li> <li>Explain how to use a variety of activity types and facilitation methods.</li> <li>Demonstrate their familiarity with the <i>Nonviolent Crisis Intervention</i>® Instructor Guide, Workbook, and Electronic Presentation.</li> </ul>	<b>60 minutes</b>
<b>Purpose of Content</b>	Participants will review each module of the program, looking at it through the lens of an instructor and focusing on the purpose and objectives of each module. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Describe the learning objectives of each module.</li> <li>Explain the structure of the program and how to connect concepts for ease of learning.</li> </ul>	<b>60 minutes</b>
<b>Facilitation Practice/ Practicum Assignment</b>	Applies facilitation strategies to assigned content area. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Demonstrate relevant facilitation techniques.</li> <li>Practice customizing assigned content to work setting, using instructional guidance.</li> </ul>	<b>180 minutes</b>
<b>TOTAL TIME:</b>		<b>5.5 Hours</b>

**DAY 2**

Nonviolent Crisis Intervention® Mental Health Training, 3 <sup>rd</sup> Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Program Quality Standards</b>	<p>Identifies benefits of CIPA membership. Explores roles and responsibilities of the Certified Instructor.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>List the components and requirements of the Certified Instructor Renewal Process.</li> <li>Explain the importance of training as an ongoing process.</li> <li>Demonstrate familiarity with the resources, processes, and procedures for initial and refresher training programs.</li> </ul>	<b>60 minutes</b>
<b>Safety Interventions Teaching Practice and Assessment – Disengagement Skills</b>	<p>Assesses proficiency in teaching Safety Interventions — Disengagement Skills.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>List key principles.</li> <li>Apply knowledge of key principles when answering questions about disengagement skills.</li> <li>Review Physical Skills Review Framework.</li> <li>Demonstrate ability to teach disengagement skills using CPI's Safety Intervention teaching framework.</li> <li>Identify group facilitation techniques that can best engage staff and enhance learning.</li> </ul>	<b>120 minutes</b>
<b>Safety Interventions Teaching Practice and Assessment – Holding Skills</b>	<p>Assesses proficiency in teaching concepts and strategies of CPI's Safety Interventions – Holding Skills.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>List key principles.</li> <li>Apply knowledge of key principles when answering questions about holding skills.</li> <li>Review <i>Opt-Out Sequence</i><sup>SM</sup>, Physical Skills Review Framework, and Risk of Restraints.</li> <li>Demonstrate proficiency teaching holding skills using CPI's Safety Intervention teaching framework.</li> </ul>	<b>150 minutes</b>
<b>TOTAL TIME:</b>		<b>5.5 Hours</b>

Note: The final exam is online. You will receive a link to complete it.

## DAY 3 Specialized Topic (Mental Health)

Nonviolent Crisis Intervention® Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction</b>	Orients participants to the Mental Health specialty topic. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Connect with fellow participants and discuss how the care of individuals with mental health applies to them.</li> </ul>	<b>30 minutes</b>
<b>Introduction to Mental Health</b>	<ul style="list-style-type: none"> <li>Describe mental health, which is not just the absence of mental disorder but a state of well-being.</li> <li>Identify factors that influence mental health to include environmental, social, psychological, biological, and cultural factors.</li> </ul>	<b>60 minutes</b>
<b>Mental Health Disorders</b>	<ul style="list-style-type: none"> <li>Define mental disorders specific to mood, anxiety, personality, and psychotic disorders which involve changes in thinking, mood, and behavior.</li> <li>Describe the symptoms of the disorders.</li> <li>Identify the demographics impacted by the disorders.</li> </ul>	
<b>Myths and Stigmas About Mental Illness</b>	<ul style="list-style-type: none"> <li>Identify common myths associated with mental illness.</li> <li>Describe social stigmas and stereotypes associated with mental health disorders.</li> <li>Identify the negative impact stigmas have on individuals with mental health disorders.</li> </ul>	
<b>Working Together to Combat Stigmas</b>	<ul style="list-style-type: none"> <li>Identify change strategies to combat stigmas, including education and interaction.</li> </ul>	
<b>Understanding and Awareness of Mental Health</b>	Offers a better understanding of mental health and how it affects those we serve. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Discuss major concepts learned from the online course through a person-centered lens to gain empathy and understanding for people who are impacted by mental health disorders.</li> <li>Apply this understanding to the specific population they serve.</li> <li>Discuss and understand how they can support those with mental illness in their care.</li> <li>Discuss implicit bias and understand how they can support people in their care.</li> </ul>	<b>60 minutes</b>
<b>Discussion and Application of Best Practices</b>	Discussion of best practices in supporting those with mental illness and practice of these strategies. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Discuss relevant best practices for person-centered support for those with mental illness.</li> <li>Practice and apply these strategies to a variety of workplace scenarios.</li> </ul>	<b>60 minutes</b>
<b>Looking at Nonviolent Crisis Intervention® Content and Mental Health</b>	Discussion of <i>Nonviolent Crisis Intervention®</i> content through the lens of mental health. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Gain a deeper understanding of <i>Nonviolent Crisis Intervention®</i> content while learning how to apply mental health strategies to each module.</li> </ul>	<b>90 minutes</b>
<b>Restrictive Practices</b>	Discussion of specific mental health considerations and how they apply to restrictive practices. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Gain a better understanding of the risks associated with restrictive practices for those with mental health disorders.</li> <li>Understand how to avoid the use of restrictive practices with those they serve.</li> </ul>	<b>30 minutes</b>

Nonviolent Crisis Intervention® Mental Health Training, 3 <sup>rd</sup> Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Facilitation Options</b>	Learn how to train <i>Nonviolent Crisis Intervention</i> ® content with mental health content. <b>Participants will:</b> <ul style="list-style-type: none"> <li>• Explore options for blended and classroom delivery of refresher and initial training.</li> <li>• Discuss how to incorporate mental health content into <i>Nonviolent Crisis Intervention</i>® training.</li> </ul>	<b>30 minutes</b>
<b>Action Plan</b>	Participants plan an implementation strategy to bring content back to their workplace.	<b>30 minutes</b>
<b>TOTAL TIME:</b>		<b>6.5 Hours</b>

### Training Materials:

**Participant Workbook:** Each training participant receives a Participant Workbook to enhance learning, organize the participant's thoughts regarding concepts taught in the program, and serve as a valuable reference tool following the program.

**Instructor Guide:** Those who successfully complete this program receive a comprehensive Instructor Guide to assist them in facilitating thorough and effective staff training that is consistent with program quality standards, policies, and procedures.

**Instructor Kit:** All participants who successfully complete this program receive an Instructor Kit. This kit includes resource materials necessary to teach their first program.

### Please note:

- Organizational and participant-specific needs will impact timing. When classroom time is reduced, practice and application will be limited. In these situations, informal follow-up training opportunities will strengthen staff skills and learning while improving performance.
- Policy/procedure and participant-specific needs should determine the program option delivered.
- You are strongly encouraged to maintain a record of each program you've facilitated and the names of the participants in those programs.