

***Nonviolent Crisis Intervention*[®] Training**

This program is considered the worldwide standard for crisis prevention and intervention training, which can help your organization's efforts to;

- Reduce the risk of injury.
- Comply with legislative mandates.
- Meet regulatory/accreditation standards.
- Improve staff retention.
- Minimize exposure to liability.
- Promote the philosophy of *Care, Welfare, Safety, and Security*SM.

Create a Safe and Caring Work Environment

One-Day Seminar (8 hours)

Gain a basic understanding of crisis intervention methods.

On the first day of *Nonviolent Crisis Intervention*[®] training, the emphasis is on early intervention and nonphysical methods for preventing or managing disruptive behavior. CPI's *Personal Safety Techniques*SM for staff are also demonstrated and practiced in this seminar to prepare staff to safely remove themselves and others from a dangerous situation. You'll learn:

- How to identify behaviors that could lead to a crisis.
- How to most effectively respond to each behavior to prevent the situation from escalating.
- How to use verbal and nonverbal techniques to defuse hostile behavior and resolve a crisis before it becomes violent.
- How to cope with your own fear and anxiety.
- How to use CPI's Principles of Personal Safety to avoid injury if behavior becomes physical.

Formal Refresher Training - Annual (3 hours)

- To review core concepts of the Nonviolent Crisis Intervention[®] program.
- To find out what is and isn't working well for staff.
- To clarify any questions about how to apply the program information.
- To keep everyone focused on providing *Care, Welfare, Safety, and Security*SM.