

CPI's Nonviolent Crisis Intervention®

Crisis Intervention is a small segment of time in which staff members must intervene with another person to address behavior that may escalate into disruptive or even violent incidents. The goal of staff is to intervene in a way that provides Care, Welfare, Safety and SecuritySM of all who are involved in a crisis situation. In order to accomplish this goal, staff members must ask themselves questions such as;

- ***How do I recognize the early warning signs that a person's behavior may escalate?***
- ***How can I intervene effectively before the person's behavior becomes dangerous?***
- ***If a person does become violent, how can I control the violence while still providing Care, Welfare, Safety and SecuritySM for all involved?***

This program addresses these questions by:

- ***Clarifying basic elements of violent behavior***
- ***Identify how a crisis may escalate and, conversely, de-escalate***
- ***Helps to identify strategies that have been proven successful***

Training Option 1 includes: 1 – 1 ½ days (depending on the size of the group)– (this would be a good training for any staff member)

- **The CPI Crisis Development Model**
 - Define crisis development in terms of four distinct and identifiable behavior levels
 - Match each Crisis Development/Behavior Level with an appropriate corresponding Staff Attitude/Approach
 - Provide the best possible Care, Welfare, Safety and SecuritySM for individuals in your district
- **Nonverbal Behavior**
 - Raise awareness of nonverbal communication during interventions
 - Illustrate how personal space or proxemics affects the Anxiety level of an individual
 - Illustrate how body posture and motion or kinesics affects the Anxiety level of an individual
 - Emphasize prevention and de-escalation of a crisis by fostering awareness of nonverbal communication
 - Provide the best possible Care, Welfare, Safety and SecuritySM for individuals in your district

- **Paraverbal Communication**
 - Foster an awareness of the fact that how a verbal statement is delivered is equally, if not more, important than the actual words used
 - Identify the three key components involved in paraverbal communication
 - Provide the best possible Care, Welfare, Safety and SecuritySM for individuals in your district

- **Verbal Intervention**
 - Identify different levels of defensive behavior in the CPI Verbal Escalation Continuum
 - React to the verbally acting-out person with an appropriate verbal response to defuse the potential crisis situation
 - Illustrate how inappropriate staff reactions may cause an escalation in behavior
 - Provide the best possible Care, Welfare, Safety and SecuritySM for individuals in your district

- **Precipitating Factors, Rational Detachment, Integrated Experience**
 - Identify underlying factors that precipitate escalating behavior
 - Maintain professional attitudes during a crisis intervention by rationally detaching
 - Understand the reciprocal relationship between the behavior of staff and the behavior of those in their charge, especially during crisis intervention
 - Provide the best possible Care, Welfare, Safety and SecuritySM for individuals in your district

- **Staff Fear and Anxiety**
 - Understand the causes of fear
 - Identify the productive and unproductive behaviors caused by fear
 - Learn how to make fear and anxiety work for you in a crisis situation
 - Provide the best possible Care, Welfare, Safety and SecuritySM for individuals in your district

- **CPI's Personal Safety TechniquesSM**
 - Identify forms of physical attacks and basic CPI Principles of Personal Safety
 - Demonstrate and practice CPI Personal Safety TechniquesSM to avoid injury to both staff and acting-out individuals if behavior escalates to a physical level
 - Build the confidence of staff members in their ability to keep themselves and others safe in crisis situations
 - Provide the best possible Care, Welfare, Safety and SecuritySM for individuals in your district

Training Option 2 – 1 ½ - 2 days (depending on the size of the group) (this would be good for a core group of staff members, not necessarily all)

- This training option includes all the information in Training Option 1 and then adds the:
 - **Nonviolent Physical Crisis Intervention and Team InterventionSM**
 - Learn how to control physically aggressive individuals in a non-harmful way
 - Demonstrate control of an extremely violent person
 - Understand the importance of using a team approach
 - Demonstrate a safe, non-harmful transport technique
 - Provide the best possible Care, Welfare, Safety and SecuritySM for individuals in your district
 - **Postvention**
 - Recognize the final behavior level of an acting-out individual and the appropriate staff response
 - Help the individual experiencing Tension Reduction examine alternative behaviors to acting out
 - Communicate with team members after the crisis intervention
 - Provide the best possible Care, Welfare, Safety and SecuritySM for individuals in your district

Training Option 3 – this would only be available for those staff who have already been formally trained.

- Refresher Course – would recommend one time a year after being formally trained in the program

Additional Information:

- Instructor – Lezlie Larsen – no additional cost
- Additional cost – workbook cost – currently \$14.69 – has to be ordered through the instructor and then the cooperative invoices the district for the cost.
- Minimum Group Size – 4
- Maximum Group Size – 20
- It's up to each individual district who attends and how the district chooses to reimburse them for their time, if held outside contract.