

CONTENT OUTLINE

CPI *Nonviolent Crisis Intervention*® 2nd Edition Training



Program Summary and Philosophy

CPI *Nonviolent Crisis Intervention* 2nd Edition Training provides staff with an effective framework for preventing, de-escalating, and safely responding to crisis behavior. The program will focus on what's happening from two perspectives: the person in distress and the staff person. Participants will gain a broad range of tools to help them manage their own emotional responses and identify escalating behaviors in others. They'll practice effective approaches to keep their "emotional brain" from taking over in stressful situations. They'll also discover how having a plan before behavior escalates helps manage their fear and cultivate consistent practices.

The philosophy of *Care, Welfare, Safety, and Security*SM expands throughout the continuum of interventions necessary when working toward the reduction or elimination of restraint. The program realistically addresses the serious issue of restrictive intervention through careful assessment of risks and an evaluation of what may be considered "last resort." The principles and techniques taught in CPI's safety interventions (disengagement skills and holding skills) recognize the critical importance of staff confidence and their ability to safely respond to crisis situations. CPI post-crisis strategies assist staff teams in recognizing opportunities to learn prevention strategies in the aftermath of a crisis.

Program Objectives:

- Identify how to respond to various levels of crisis behaviors.
- Recognize how to keep your own behavior consistent and calm in order to influence a positive outcome in a crisis situation.
- Learn strategies to strengthen nonverbal communication.
- Develop limit-setting strategies when verbally intervening to de-escalate defensive behaviors.
- Learn safety intervention strategies to maximize safety and minimize harm.
- Explore the Physical Skills Review Framework and key legal and professional considerations when using restrictive interventions.
- Explore the *Decision-Making Matrix*SM when assessing risk behavior.
- Demonstrate and practice nonrestrictive and restrictive interventions that are consistent with a set of physiological principles.
- Explore a framework to help guide staff and the individuals in distress through a process of re-establishing the relationship.

Crisis Prevention Institute trains and certifies designated people from your organization. After they have been trained by a CPI Global Professional Instructor and successfully passed the exam, they are qualified to teach at your organization with the approved CPI training materials.

Facilitation Methods

CPI *Nonviolent Crisis Intervention* 2nd Edition Training is available in two delivery methods: traditional in-person classroom and blended learning. In the blended training, program concepts are taught online and reinforced through interactive classroom activities. Extensive application, case studies, examples, competency-based testing, and a written examination ensure that participants gain knowledge and are able to demonstrate skills introduced in the program.

Day 1 - Training Content Outline

TRAINING COMPONENT	LEARNING INTENT	Blended Course Time Needed		Classroom Time Needed
		ONLINE	CLASSROOM	
Introduction	<p>Establish the learning expectations and guidelines for the training. Relate the impact of crisis behavior to participants' experiences in the workplace.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Evaluate the impact of fear and anxiety when managing a crisis and making decisions. • Explore the concept of behavior as communication. 	6 minutes	15 minutes	50 minutes
Module 1: The CPI Crisis Development ModelSM	<p>Identify behavior using the <i>Crisis Development Model</i> and apply staff approaches most effective in responding at each behavior level to prevent further escalation.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Use the <i>Crisis Development Model</i> to identify behaviors that indicate an escalation of behavior. • Learn appropriate and effective staff approaches to crisis behavior. 	18 minutes	15 minutes	65 minutes
Module 2: Integrated Experience	<p>Explore underlying causes of behavior, recognize the need to maintain consistent, calm behavior in a time of crisis, and understand how the behavior of one person impacts the behavior of others.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Assess how the behavior of one person impacts the behavior of others. • Identify causes of behavior and how staff may positively impact outcomes. • Recognize the need to maintain professionalism through Rational Detachment in the face of escalating behaviors. 	11 minutes	15 minutes	50 minutes
Module 3: Communication Skills	<p>Practice communication strategies and observe how different approaches positively and/or negatively impact an individual's behavior.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Recognize how communication skills are important for building, strengthening, and maintaining rapport with individuals in crisis. • Practice awareness of position, posture, and proximity in the use of the <i>Supportive StanceSM</i>. • Practice a range of communication skills at different levels of the <i>Crisis Development Model</i> including listening with empathy and nonverbal, verbal, and paraverbal skills. 	14 minutes	30 minutes	75 minutes

TRAINING COMPONENT	LEARNING INTENT	Blended Course Time Needed		Classroom Time Needed
		ONLINE	CLASSROOM	
Module 4: Responding to Defensive Behaviors	<p>Identify defensive behaviors in crisis situations using the <i>Verbal Escalation Continuum</i>SM. Use specific verbal patterns when de-escalating a crisis to develop a range of responses. Identify how to prepare for a difficult conversation.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Identify different levels of defensive behavior in the <i>Verbal Escalation Continuum</i>. • Examine and apply effective interventions for defensive behaviors. • Identify steps to prepare for a difficult conversation. 	18 minutes	40 minutes	90 minutes
Module 5: Safety Interventions	<p>Practice and apply skills needed to keep oneself safe when crisis escalates to risk behavior. Apply principles for using a coordinated and collaborative approach.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Examine environmental factors and approaches used to maintain safety. • Determine how strikes can be managed or avoided. • Apply how and when to use a coordinated approach. • Define nonrestrictive intervention strategies. 	10 minutes	25 minutes	60 minutes
		DAY 1		DAY 2
Safety Interventions: Disengagement Skills	<p>Learn how to respond effectively when an individual is in risk behavior. Build the confidence of staff in their ability to keep themselves and others safe using disengagement skills.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Practice applying disengagement skills for low-, medium-, and high-risk situations. • Build confidence in keeping themselves and others safe in a crisis situation. 	n/a	85 minutes	90 minutes
Module 6: Introduction to Restrictive Interventions	<p>Identify restrictive interventions and explore the key legal and professional considerations when using restrictive interventions. Explore the Physical Skills Review Framework.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Recognize that any restrictive interventions should be used as a last resort and if used, it should be reasonable, proportionate, and least restrictive to maximize safety and minimize harm. 	11 minutes	5 minutes	25 minutes

TRAINING COMPONENT	LEARNING INTENT	Blended Course Time Needed		Classroom Time Needed
		ONLINE	CLASSROOM	
		DAY 1		DAY 2
Module 7: Decision-Making	<p>Organize thinking regarding the risks associated with different behaviors, encouraging critical analysis and rational reasoning in response decisions.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Categorize risk behaviors, considering likelihood and severity of potential outcomes. • Utilize the <i>Decision-Making Matrix</i> as a mental model for situational or behavioral risk assessment. 	10 minutes	15 minutes	45 minutes
Safety Interventions: Holding Skills	<p>Learn how to respond effectively when an individual is in risk behavior. Build the confidence of staff in their ability to keep themselves and others safe using restrictive holding skills.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Practice applying restrictive holding skills for low-, medium-, and high-risk situations. • Build confidence in keeping themselves and others safe in a crisis situation. 	n/a	110 minutes	150 minutes
Module 8: Post-Crisis	<p>Introduce the <i>COPING Model</i>SM, which is a framework to help guide staff and the individuals in distress through the process of establishing Therapeutic Rapport after a crisis.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Explore Tension Reduction and how to re-establish the relationship after a crisis event. • Describe two key aspects of Post-Crisis management: support and learning. 	10 minutes	15 minutes	45 minutes
Conclusion and Assessment	<p>Reflect on new learning and complete an action plan. Revisit program values, person-centered care, and a culture of safety.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Reflect on how to apply the skills learned when returning to work. • Complete an online quiz prior to classroom training. • Complete a classroom test and training evaluation. 	12 minutes	15 minutes	35 minutes
Total Time		2 Hours Total	6.5 Hours Total	6.5 Hours/ per day

CPI Instructor Certification Program Components

PROGRAM HOURS - BLENDED DELIVERY

The 19.5-hour CPI Instructor Certification Program includes:

- PART 1:** Participation in 2 hours of CPI Nonviolent Crisis Intervention 2nd Edition Training online.
- PART 2:** Participation in 6.5 hours of CPI Nonviolent Crisis Intervention 2nd Edition classroom activities.
- PART 3:** Participation in 11 hours of Certified Instructor training that includes:
 - Preparing to teach the adult learner
 - Comprehensive Instructor training practicum
 - Managing the Certified Instructor role
 - Certified Instructor examination and recognition

Training components below are taught immediately following and in addition to the 8-hour CPI *Nonviolent Crisis Intervention* 2nd Edition Training content.

PROGRAM HOURS - CLASSROOM DELIVERY

The 24-hour CPI Instructor Certification Program includes:

- PART 1:** Participation in 13 hours of CPI *Nonviolent Crisis Intervention* 2nd Edition classroom activities.
- PART 2:** Participation in 11 hours of Certified Instructor training that includes:
 - Preparing to teach the adult learner
 - Comprehensive Instructor training practicum
 - Managing the Certified Instructor role
 - Certified Instructor examination and recognition

Training components below are taught immediately following and in addition to the 13-hour CPI *Nonviolent Crisis Intervention* 2nd Edition Training content.

Train the Trainer - Day 1

TRAINING COMPONENT	DESCRIPTION	TRAINING TIME
Introduction	<p>Orients participants to becoming a CPI Certified Instructor</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Identify Instructor Association’s mission, terminology, and membership benefits and support. • Discuss the role of a Certified Instructor. 	<p>30 minutes</p> <ul style="list-style-type: none"> • Discussion and Interactive Activity
Instructional Goals and Facilitation Strategies	<p>Develops awareness and understanding of effective methods for teaching the adult learner.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Determine best practice for organizing training materials and maintaining program continuity and consistency. • Gain an understanding of CPI learning modalities (blended and classroom) • Principles and tips for training the adult learner. • How to use a variety of activity types and facilitation methods. • Become familiar with CPI <i>Verbal Intervention</i>™ Instructor Guide, Workbook and Electronic Presentation 	<p>60 minutes</p> <ul style="list-style-type: none"> • Instructor-led discussion and exploratory activity
Purpose of Content	<p>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 unit.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Understand the learning objectives of each module • Understand the structure of the program and how to connect modules for ease of learning 	<p>60 minutes</p> <ul style="list-style-type: none"> • Instructor-led discussion and small-group experiential activity
Facilitation Practice/ Practicum Assignment	<p>Applies facilitation strategies to assigned content area.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Demonstrate relevant facilitation techniques. • Practice customizing assigned content to work setting, using instructional guidance. • Using the CPI Restrictive Intervention Checklist, Instructor will evaluate participants in their successful application of verbal intervention skills using a role-play activity. 	<p>180 minutes</p> <ul style="list-style-type: none"> • Peer teaching and feedback.
Total Time		5.5 Hours

Train the Trainer - Day 2

TRAINING COMPONENT	DESCRIPTION	TRAINING TIME
Program Quality Standards	<p>Identifies benefits of membership in the CPI Instructor Association. Explores roles and responsibilities of the Certified Instructor.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Learn the components and requirements of the Instructor Excellence Renewal Process. • Understand the importance of training as an ongoing process. • Become familiar with the resources, processes, and procedures for initial and refresher training programs. 	<p>30 minutes</p> <ul style="list-style-type: none"> • Facilitated lecture and interactive group activity,
Safety Interventions Teaching Practice and Assessment - Disengagement Skills	<p>Assesses proficiency in teaching Safety Interventions – Disengagement Skills.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Review key principles. • Apply an understanding of these principles. • Demonstrate ability to teach disengagement skills. • Identify group facilitation techniques that can best engage staff and enhance learning. 	<p>120 minutes</p> <ul style="list-style-type: none"> • Lecture, discussion, demonstration, practice, and peer teaching.
Safety Interventions Teaching Practice and Assessment - Holding Skills	<p>Assesses Instructor candidates’ proficiency in teaching concepts and strategies of CPI’s Safety Interventions - Holding Skills.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Review key principles. <ul style="list-style-type: none"> - Apply knowledge of key principles when answering questions about holding skills. - Review SEAT framework. - Review <i>Opt-Out Sequence</i>SM. • Demonstrate proficiency teaching holding skills. 	<p>120 minutes</p> <ul style="list-style-type: none"> • Lecture, discussion, demonstration, practice, and peer teaching.
Final Written Examination	<p>Assesses comprehensive understanding of all program content.</p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • Describe the relevance of implementing training as a process relative to program content and skills. • Provide evidence of their commitment to the program philosophy of <i>Care, Welfare, Safety, and Security</i>SM. 	<p>30 minutes</p> <ul style="list-style-type: none"> • Test administration and participant evaluations.
Recognition of Certification	<ul style="list-style-type: none"> • Formally recognizes successful completion of all participants who have earned certification privileges. 	<p>30 minutes</p> <ul style="list-style-type: none"> • Closing remarks and presentation of certification.
Total Time		5.5 Hours

Training Materials

After gaining your certification, you are eligible to teach, and you'll receive the following CPI training materials.

- **Participant Workbook:** Each training participant receives a *CPI Nonviolent Crisis Intervention 2nd Edition Participant Workbook* to help 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 the Instructor Certification Program receive a comprehensive *CPI Nonviolent Crisis Intervention 2nd Edition 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 the Instructor Certification Program receive an Instructor Kit. This kit includes resource materials necessary to teach their first *CPI Nonviolent Crisis Intervention 2nd Edition Training*.

Nonviolent Crisis Intervention 2nd Edition Training Options

	CPI VERBAL INTERVENTION™ TRAINING	CPI NONVIOLENT CRISIS INTERVENTION® 2 ND EDITION TRAINING	CPI NONVIOLENT CRISIS INTERVENTION® 2 ND EDITION ADVANCED SKILLS TRAINING
Prevention and verbal de-escalation strategies	■	■	■
Safety interventions - disengagement skills	■	■	■
Tools for decision making		■	■
Safety interventions - holding skills		■	■
Tools to manage high-risk, complex behaviors			■
Advanced physical skills			■
Training Options: Online + Classroom	With Disengagement: 1.5 hours online + 4 hours in class Without Disengagement: 1.5 hours online + 2.5 hours	2 hours online + 6.5 hours in class	2 hours online + 16 hours in class
Training Options: Classroom Only	n/a	13 hours	18 hours

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.