

CONTENT OUTLINE

CPI *Verbal Intervention*[™] Training



Program Summary and Philosophy

CPI *Verbal Intervention*[™] 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. CPI Post-Crisis strategies assist staff teams in recognizing opportunities to learn prevention strategies in the aftermath of a crisis.

Program Objectives:

- Identify and know how to respond to various levels of crisis behaviors.
- Recognize how to manage your own consistent, calm behavior 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 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 *Verbal Intervention*[™] Training is available as a blended program. 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.