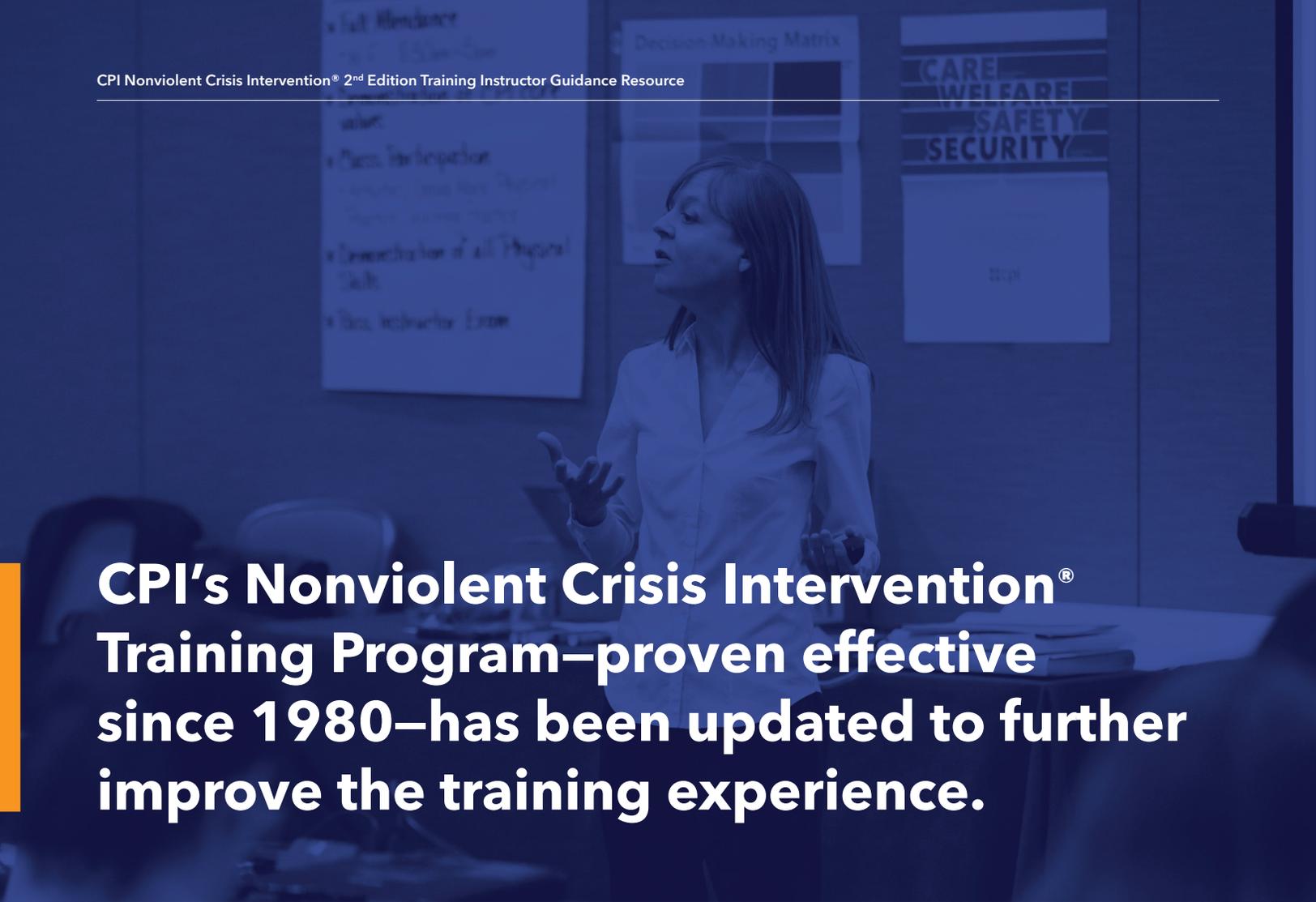


CPI Nonviolent Crisis Intervention® 2nd Edition Training Instructor Guidance Resource





**CPI's Nonviolent Crisis Intervention®
Training Program—proven effective
since 1980—has been updated to further
improve the training experience.**

Risk behavior and injury has become an epidemic in many organizations and industries throughout the world. The good news is that risk behavior and injury can be prevented. With feedback from Certified Instructors and designated research efforts, CPI is improving Nonviolent Crisis Intervention® Training.

This course gives Certified Instructors the skills to build an effective culture of safety at all levels of an organization, thanks to new perspectives paired with tried and true CPI models.

Understanding CPI Nonviolent Crisis Intervention® 2nd Edition Training

- CPI Nonviolent Crisis Intervention® 2nd Edition Training can be delivered same as always either **classroom** or **blended**.
- Includes many Nonviolent Crisis Intervention® models and concepts, but with **simplified language**.
- In keeping with the **latest research**, we've introduced a discussion of **nonrestrictive (hands-off) interventions**, versus **restrictive (physical) interventions**.
- The **Due Care guidelines** are referred to as **Safe Participation guidelines**.
- **No pre-test**. Nonviolent Crisis Intervention® 2nd Edition Training instead begins with a discussion and activity to initiate learning from each other.
- **Discussions** of fear and anxiety are now **woven into** Nonviolent Crisis Intervention® 2nd Edition Training's introduction.
- **Knowledge checks** for reflection and retention can be found in each module.
- A **verbal intervention checklist** and **physical intervention checklist** (both found in the appendix of the Instructor Guide) for the optional disengagement module enable Certified Instructors to observe, assess, and record competency.
- **Greater emphasis** on the connection between the Crisis Development ModelSM and the other key CPI Models to create a better learning experience.
- **Redesigned Instructor materials** that make it easier to teach and require less preparation time. **Redesigned learners materials** to maximize the adult learning experience.
- An **early emphasis** on staff responses and the impact they have on a crisis for faster recognition and buy-in.
- Interweaving of **new evidence-based insights** and **terminology**.

Guidance for training Nonviolent Crisis Intervention® 2nd Edition

The charts on the following two pages are a guide to show how the modules in your current Nonviolent Crisis Intervention® Training align with the updated Nonviolent Crisis Intervention 2nd Editions concepts.

The icons on the right indicate important benefits and example callouts within the alignment content featured on the next page.

 **Benefit**

 **Example**

Nonviolent Crisis Intervention® 2 nd Edition Concepts	
<p>Introduction Includes a more prescribed introduction to establish the learning expectations and guidelines for the training. Relate the impact of crisis behavior to participants' experiences in the workplace. Participants will:</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. 	<p>Instead of being introduced in Unit 6 of the previous Nonviolent Crisis Intervention® program, the conversation around staff fear and anxiety is now initiated during the introduction, and returns to this thread throughout each module.</p> <p>+ Benefit: Understanding and acknowledging your own fears and anxieties creates an opportunity for participants to make the connections with the content to improve learning retention.</p> <p>When staff acknowledge their own fears, they are better able to respond in a crisis.</p>
<p>Module 1: CPI Crisis Development ModelSM Identify behaviors using the Crisis Development ModelSM and apply the most effective staff approaches to each behavior level in order to prevent further escalation.</p>	<p>The CPI Crisis Development ModelSM continues to be the foundation of all of CPI's training programs.</p> <p>The one change is In the Crisis Development Model, is that we've substituted "Safety Interventions" for "Physical Interventions" to acknowledge that the response to risk behavior might not be a physical one.</p>
<p>Module 2: Integrated Experience Explore underlying causes of behavior, recognize the need to maintain professionalism in a time of crisis and understand how the behavior of one person impacts the behavior of others.</p>	<p>The concept of the Integrated Experience is now being introduced in Module 2 instead of Unit 5 of the Nonviolent Crisis Intervention® course.</p> <p>+ Benefit: A more immediate connection to the Crisis Development ModelSM supports a better understanding of how Integrated Experience impacts behavior. It also lays the groundwork for connection to content in later modules.</p>
<p>Module 3: Communication Skills Practice communication strategies and observe how different approaches positively and/or negatively impact an individual's behavior. Build, strengthen, and maintain rapport with individuals by listening with empathy using nonverbal strategies.</p>	<p>Module 3 combines the concepts of Nonviolent Crisis Intervention® Units 2 and 3, and explores how nonverbal and paraverbal communication can produce positive outcomes and potentially avoid negative outcomes in any level of crisis. Module 3 helps staff practice awareness of position, posture, and proximity with the use of the Supportive StanceSM and the importance of listening with empathy.</p> <p>+ Benefit: Combining Units 2 and 3 creates the opportunity for a more cohesive conversation around communication. This improves the flow of content, enabling participants to better learn and retain content.</p> <p>The most recognizable change in this unit is simplified terms and definitions, which let participants focus on the concept and how communication can impact a situation.</p> <p>! Examples: Personal space instead of proxemics, body language instead of kinesics, communication through touch instead of haptics.</p>

Nonviolent Crisis Intervention® 2 nd Edition Concepts	
<p>Module 4: Responding to Defensive Behaviors</p> <p>Identify Defensive behaviors in crisis situations using the Verbal Escalation ContinuumSM. Explore productive and unproductive responses when intervening. Apply interventions for Defensive behaviors including:</p> <ul style="list-style-type: none"> • Limit setting using fail safe choices. • Planning a difficult conversation. 	<p>The Verbal Escalation ContinuumSM remains the focus for effective intervention in Module 4. In Nonviolent Crisis Intervention® 2nd Edition Training, the emphasis is not only on the behaviors staff may encounter at the Defensive level, but also how fear and anxiety may impact staff responses. Limit setting is practiced through the introduction of principles like fail safe choices while continuing to discuss specific strategies such as if/then and when/then statements. Plus, participants are introduced to considerations for planning a difficult conversation.</p> <ul style="list-style-type: none"> + Benefit: The concept of fail safe choices is easy to understand and apply the skills immediately. The participant's confidence will increase in applying these new verbal intervention skills. + Benefit: Changing the name of the module from verbal intervention skills to Responding to Defensive behaviors allows for a better connection to the crisis development model.
<p>Module 5: Safety Interventions</p> <p>Examine environmental factors and approaches used to maintain safety. Determine how strikes can be managed or avoided and learn how to and when to use a coordinated approach. Define non-restrictive intervention strategies.</p>	<p>Previously included in Units 7 - Decision Making and Unit 8 - Disengagement, strikes has now been incorporated into Module 5 to support Safety Interventions when behavior escalates. An emphasis is placed on how organizational policy and procedure, environmental factors, and professional standards and practices affect Safety Strategies. In addition, the module highlights how a coordinated and collaborative approach can improve safety for all involved in a crisis.</p> <ul style="list-style-type: none"> + Benefit: Knowing and being aware of your surroundings and responding as a team are common safety strategies that apply at work, as well as in your day to day life.
<p>Disengagement Skills</p> <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>Disengagement skills concludes the non-restrictive portion of Nonviolent Crisis Intervention® 2nd Edition Training. These principles along with the verbal de-escalation skills help keep staff safe.</p>
<p>Module 6: Introduction to Restrictive Interventions</p> <p>Identify restrictive interventions, explore the key legal and professional considerations when using restrictive interventions, and explore the Physical Skills Review Framework Maximize Safety and Minimize Harm.</p>	<p>Explore Physical Skills Review Framework Reasonable and Proportionate (Unit 9). Because restrictive interventions are always a last resort, we have added material to highlight the experience from a person in distress. We've added a Lived Experience Video from the perspective of the person being restricted.</p> <p>Key legal and professional considerations (Unit 7).</p> <ul style="list-style-type: none"> + Benefit: Understand the restrictive interventions are a last resort. This important for both the well-being of the individual and your organization.

Nonviolent Crisis Intervention® 2 nd Edition Concepts	
<p>Module 7: Decision Making Is a tool for assessing Risk Behavior. The matrix helps determine the safety intervention which meets the criteria of reasonable, proportionate to the risk, and least restrictive.</p>	<p>Same general content as previously taught. With a new example to help learners understand the concept better and is easier to teach.</p>
<p>Physical Intervention- Holding Skills Expanding upon learning the disengagement skills, this module explores progressive team responses to physical risk behaviors when a restrictive intervention is necessary for safety.</p>	<p>Same as previously learned in Unit 9 of Enhanced Nonviolent Crisis Intervention®.</p>
<p>Module 8: Post-Crisis Explore Tension Reduction and how to re-establish the relationship after a crisis event and identifies key aspects: safety and learning of post-crisis management which includes an Activity to cement how to use the model</p> <p>Recognize how to take care of oneself, foster resilience, and help other through therapeutic rapport after a crisis for personal and organizational support and learning.</p>	<p>Module 8 addresses the importance of identifying strategies for recovering from a crisis situation, re-establish relationships, and create a sense of calm and safety for all involved in crisis situations. In place of the Nonviolent Crisis Intervention® program’s COPING ModelSM are activities focusing on self-care and resilience and support and learning after crisis.</p> <p>+ Benefit: Content from the Nonviolent Crisis Intervention® program was designed to be more relevant for the participant who attends Verbal InterventionTM Training. This audience may not lead a full debriefing session but may participate. In Module 6 the learner engages in the skills in a meaningful and personal way which will aid in recovery.</p>
<p>Conclusion</p> <ul style="list-style-type: none"> • Action Plan • Training Evaluation • Classroom Test <p>Which allows, Reflection on new learning through completion of a self- reflection and action plan. Measure growth after instruction with the classroom test and revisit program values, person-centered care practice, and a culture of safety.</p>	<p>Nonviolent Crisis Intervention® Trainings previously concluded with a post-test and evaluation which measured that growth and learning goals were met.</p> <p>Now CPI Nonviolent Crisis Intervention® 2nd Edition Training concludes with a classroom test to measure staff growth and determine if learning goals are met. The culmination of the program is also an opportunity for staff to take steps towards developing an action plan to implement the strategies learned in the program into everyday practice.</p> <p>+ Benefit: Action Plan allows learners to reflect on their learning and create a plan to apply immediately.</p>

Have Questions or Need Additional Support?

We're here to help.

Our team of experts is here to ensure the success of your staff trainings.
Contact us today to speak with a member of our Instructor support team.

Call **877.877.5390**

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