

# **CPI Verbal Intervention™ Training Instructor Guidance Resource**



# **CPI's training programs—proven effective since 1980—have now been tailored with a focus on verbal intervention.**

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 expanding how to prevent and address these risks with Verbal 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 Verbal Intervention™ Training

- CPI Verbal Intervention™ Training is a blended **delivery program**, with **online learning** and **classroom components**.
- 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. Verbal Intervention™ Training instead begins with a discussion and activity to initiate learning from each other.
- **Discussions** of fear and anxiety are **woven into** Verbal Intervention™ Training's introduction.
- **Knowledge checks** for reflection and retention can be found in each module.
- A **verbal intervention checklist** and an **optional 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 Model<sup>SM</sup> 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**.

## Blended Delivery

CPI Verbal Intervention™ Training is delivered through a blended format, where participants first acquire knowledge by completing online modules before attending a classroom session. In the classroom, this delivery option allows Certified Instructors to focus on practice and application of content.

## CPI Verbal Intervention™ Training alignment with Nonviolent Crisis Intervention® Concepts

The charts on the following two pages are a guide to show how the modules in CPI Verbal Intervention™ Training align with the Nonviolent Crisis Intervention® Concepts and where they fall within each respective training program.

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

 **Benefit**

 **Example**



CPI Verbal Intervention™ Module	Nonviolent Crisis Intervention® Concepts
<p><b>Introduction</b> 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"> <li>• Evaluate the impact of fear and anxiety when managing a crisis and making decisions.</li> <li>• Explore the concept of behavior as communication.</li> </ul>	<p>Instead of being addressed in a specific unit (Unit 6 of Nonviolent Crisis Intervention® Training) Verbal Intervention™ Training initiates the conversation around staff fear and anxiety during the introduction, and returns to this thread throughout each module.</p> <p><b>+ Benefit:</b> 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><b>Module 1: CPI Crisis Development Model<sup>SM</sup></b> Identify behaviors using the Crisis Development Model<sup>SM</sup> and apply the most effective staff approaches to each behavior level in order to prevent further escalation.</p>	<p>The CPI Crisis Development Model<sup>SM</sup> continues to be the foundation of all of CPI's training programs.</p>
<p><b>Module 2: Integrated Experience</b> 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>While the concepts of Precipitating Factors, Rational Detachment, and Integrated Experience are introduced in depth in Unit 5 of Nonviolent Crisis Intervention® Training, the Verbal Intervention™ program introduces the concept of Integrated Experience early in the program.</p> <p><b>+ Benefit:</b> A more immediate connection to the Crisis Development Model<sup>SM</sup> supports a better understanding of how Integrated Experience impacts behavior. It also lays the groundwork for connection to content in later modules.</p>
<p><b>Module 3: Communication Skills</b> 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 Stance<sup>SM</sup> and the importance of listening with empathy.</p> <p><b>+ Benefit:</b> 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><b>! Examples:</b> Personal space instead of proxemics, body language instead of kinesics, communication through touch instead of haptics.</p>

CPI Verbal Intervention™ Module	Nonviolent Crisis Intervention® Concepts
<p><b>Module 4: Responding to Defensive Behaviors</b></p> <p>Identify Defensive behaviors in crisis situations using the Verbal Escalation Continuum<sup>SM</sup>. Explore productive and unproductive responses when intervening. Apply interventions for Defensive behaviors including:</p> <ul style="list-style-type: none"> <li>• Limit setting using fail safe choices.</li> <li>• Planning a difficult conversation.</li> </ul>	<p>The Verbal Escalation Continuum<sup>SM</sup> remains the focus for effective intervention in Module 4. In Verbal Intervention™ 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"> <li><b>+ Benefit:</b> 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.</li> <li><b>+ Benefit:</b> 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.</li> </ul>
<p><b>Module 5: Safety Interventions</b></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"> <li><b>+ Benefit:</b> 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.</li> </ul>
<p><b>Optional Module: Disengagement Skills</b></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>This optional module gives organizations the opportunity to introduce and practice CPI's disengagement skills as seen in Nonviolent Crisis Intervention® Training added tools to help keep staff safe while using the skills acquired through Verbal Intervention™ Training</p>
<p><b>Module 6: Post-Crisis</b></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 6 has been re-named to Post-Crisis because it is a more accurate term. We have also eliminated the RESPONSE continuum.</p> <ul style="list-style-type: none"> <li><b>+ Benefit:</b> Simplified language and content for a improved learner experience so that they can understand and apply faster.</li> </ul>
<p><b>Conclusion</b></p> <p>Reflect on new learning and complete 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>CPI Verbal Intervention™ 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>

# 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**

Visit **[crisisprevention.com](https://crisisprevention.com)**

Email **[instructor@crisisprevention.com](mailto:instructor@crisisprevention.com)**



**CRISIS PREVENTION INSTITUTE**

10850 W Park Place  
Milwaukee, WI 53224  
t: 877.877.5390 • f: 414.979.7098

20-VI-IGR-0413 04/20