

Verbal Intervention™ Instructor Certification Program (Virtual)

Our highest responsibility to you is the delivery of evidence-based de-escalation training for your staff to keep them safe during these times of heightened stress and anxiety. We've redesigned our programs to make them more accessible to essential workers, with more virtual training options.

Benefits of CPI Virtual Training

- > The virtual training is designed to closely mirror the live classroom experience, providing ease of access, less time away from work, and greater flexibility.
- > CPI virtual training complies with many states' coronavirus quarantine recommendations, by allowing participants to gain critical knowledge without leaving home

Certification Process

STEP 1: Online Course

Participants complete the *Verbal Intervention* online course, module review



STEP 2: Virtual Live Event (1 Day)

Session 1

Participants go through the prework content review, discuss running activities and practice teaching activities.

Session 2

Participants run through real-world scenarios, problem solving session, and Q&A.



Earn *Verbal Intervention* Instructor Certification

Participants complete and pass the online exam.

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 brains" from taking over in stressful situations. They'll also discover how having a plan before behavior escalates helps manage their fear and cultivates consistent practices. CPI post-crisis strategies assist staff teams in recognizing opportunities to learn prevention strategies in the aftermath of a crisis.

Program Objectives:

- Learn how to respond to various levels of crisis behavior.
- Learn 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 for 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 a 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 an exam, they are qualified to teach at your organization with the approved CPI training materials.

Facilitation Method

CPI *Verbal Intervention* training is available as an online program. In the training, program concepts are taught online and reinforced through virtual interactive activities. Extensive application, case studies, examples, competency-based testing, and a written exam ensure that participants absorb knowledge and are able to demonstrate skills introduced in the program.

STEP 1

Online Training Content Outline

TRAINING COMPONENT	LEARNING INTENT
<p>Introduction</p>	<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.
<p>Module 1: The CPI Crisis Development ModelSM</p>	<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
<p>Module 2: Integrated Experience</p>	<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
<p>Module 3: Communication Skills</p>	<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
<p>Module 4: Responding to Defensive Behaviors</p>	<p>Identify defensive behaviors in crisis situations using the <i>Verbal Escalation ContinuumSM</i>. 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

STEP 1

Online Training Content Outline, continued

TRAINING COMPONENT	LEARNING INTENT
Module 5: Safety Strategies	<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
Module 6: Post-Crisis	<p>Recognize how to take care of oneself, foster resilience, and help others through Therapeutic Rapport after a crisis for personal and organizational support and learning.</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.
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.
Total Time: 1.5 hours	

Online Module Content Review

TRAINING COMPONENT	LEARNING INTENT
Digging Deeper	<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 • Learn the structure of the program and how to connect modules for ease of learning
Total Time: 1 hour	

STEP 2

Virtual Live Event Content Outline

TRAINING COMPONENT	LEARNING INTENT
Introduction	Orients participants to becoming a CPI Certified Instructor <i>Participants will:</i> <ul style="list-style-type: none"> • Identify Instructor Association’s mission, terminology, and membership benefits and support • Discuss the role of a Certified Instructor
Program Quality Standards	Identifies benefits of membership in the CPI Instructor Association. Explores roles and responsibilities of the Certified Instructor <i>Participants will:</i> <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
Facilitation Practice/ Practicum Assignment	Applies facilitation strategies to assigned content area. <i>Participants will:</i> <ul style="list-style-type: none"> • Demonstrate relevant facilitation techniques • Practice customizing assigned content to work setting, using instructional guidance
Final Examination	Assesses comprehensive understanding of all program content <i>Participants will:</i> <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
Total contact/content hours: 6.5 Total attendance hours*: 8	

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 *Verbal Intervention* 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 *Verbal Intervention* 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 *Verbal Intervention* Training

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