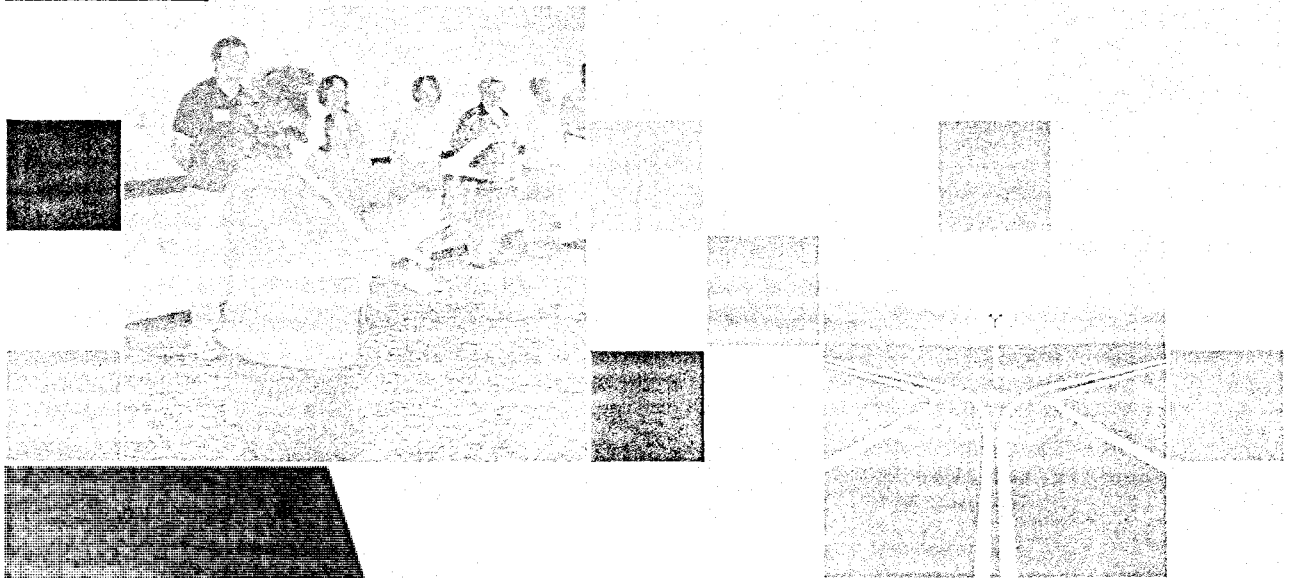


Nonviolent Crisis Intervention[®]

On-Site Training Optimized



Your Guide for:

- ◆ **Selecting Qualified Candidates**
- ◆ **Committing to Training as a Process**
- ◆ **Understanding Renewal Requirements**
- ◆ **Preparing the Training Environment**



Crisis Prevention Institute, Inc.

Thank You!

The Crisis Prevention Institute (CPI) thanks you for choosing the *Nonviolent Crisis Intervention*® training program to meet your training needs. As the world's leading training organization specializing in the safe management of disruptive and assaultive behavior, we are confident that you will find this training both effective and meaningful for your school or facility.

Since 1980, more than five million professionals have been trained to use our proven methods and help promote the philosophy of providing the best *Care, Welfare, Safety, and Security*™ for staff and those in their charge.

This booklet is designed to help you optimize your training investment. We appreciate your taking the time to review this material and hope to see you at the training program.

Consideration for Selecting Candidates

Before your on-site training program begins, we recommend you give careful consideration to selecting suitable candidates for the Instructor Certification Program. These employees will have a significant impact on the overall success of the *Nonviolent Crisis Intervention*® training program at your organization. Their attitude will help set the tone for all who participate in this training. We have found that the most effective Certified Instructors possess the following characteristics:

Professional Attitude

An ideal candidate should demonstrate compassion and empathy for all individuals and inspire others to be emotionally supportive—even in the most aggressive moments.

- ◆ Does the candidate's overall professional attitude reflect a philosophy of respect and dignity toward the individuals in his or her charge?
- ◆ Does the candidate's overall professional attitude reflect a philosophy of safety and security toward co-workers?
- ◆ Does the candidate demonstrate a supportive attitude toward diverse populations?



Appropriate Knowledge Base

An ideal candidate should have a good understanding and knowledge of best practices in the management of challenging behaviors.

- ◆ Is the candidate familiar with governmental legislation regarding the use of restraint and seclusion?
- ◆ Does the candidate have a good understanding of your organization's policies and procedures and/or licensing regulations?
- ◆ Does the candidate demonstrate sound judgment when faced with challenging behaviors?

Physical and Verbal Competency

An ideal candidate should demonstrate skill in using a variety of techniques for de-escalation and management of challenging behaviors.

- ◆ Does the candidate demonstrate an interest in the early prevention and management of challenging behaviors?
- ◆ Does the candidate demonstrate and encourage positive verbal de-escalation skills?
- ◆ Does the candidate have the physical ability to demonstrate, participate in, and teach personal safety and physical intervention techniques?

Presentation Skills

An ideal candidate should be able to present information clearly to individuals and to groups alike, and possess the ability to successfully control and lead a group.

- ➔ Does the candidate have any experience or interest in public speaking?
- ◆ Can the candidate clearly communicate with groups and individuals?
- ◆ Does the candidate have the ability to address challenges and questions from a group in a positive manner, while directing groups through active participation exercises?



Understanding Renewal Requirements

CPI's Instructor Excellence Renewal Process ensures that all Certified Instructors receive the support needed to improve their skills and maintain their certification. The process includes the following requirements:

Teaching Hours

Each year, Certified Instructors must teach a minimum of two documented training sessions totaling at least 18 hours.

Competency-Based Testing

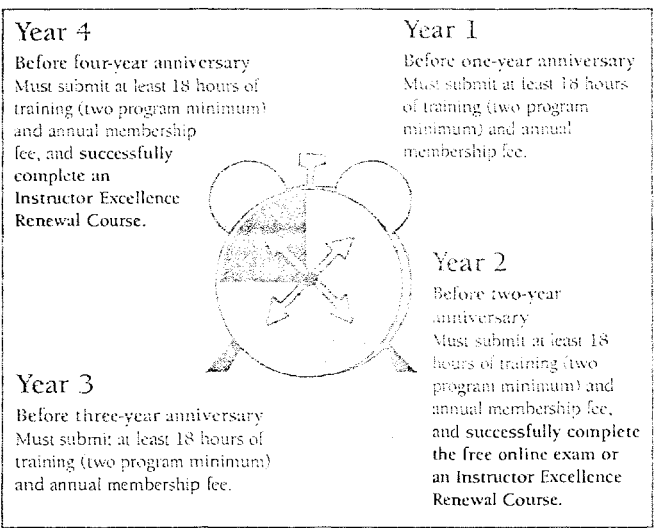
Once every two years, Certified Instructors must demonstrate their competency by either passing the free online exam at www.iancici.org or completing a qualifying Instructor Renewal Course as detailed below.

Ongoing Training and Practical Testing

Every four years, Instructors are required to complete an Instructor Renewal Course. Options include:

The Renewal Cycle

A Certified Instructor's renewal cycle begins on the original certification date and resets whenever an Instructor Renewal Course is completed. Before each due date, CPI will contact the Instructor to ensure ample time to fulfill requirements. More information is available at www.iancici.org.



Preparing the Training Environment

As part of CPI's procedural safety guidelines, serious consideration is given to the training environment. We advise all Instructors to explore certain criteria when preparing the training room area:

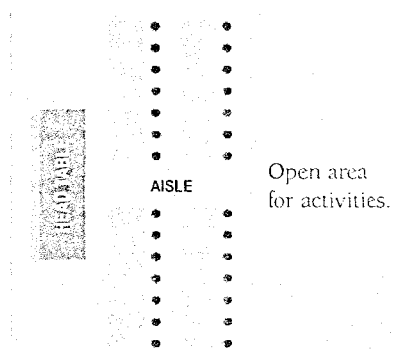
Room Size: Adequate space is essential in conducting the *Nonviolent Crisis Intervention*® training program. For an average class size (15–25 participants), a minimum of 1500 square feet (140 square meters) is recommended. A room smaller than 1500 square feet will not allow for a sufficient practice area for exercises, including personal safety and physical intervention.

Class Size: Class size should be limited to no more than 40 participants. The course includes active involvement of participants, and smaller groups increase the quality and maximize the safety of the training. Until a new Instructor feels comfortable with the material in the course, it is suggested that the class size be limited to no more than 15–25 participants.

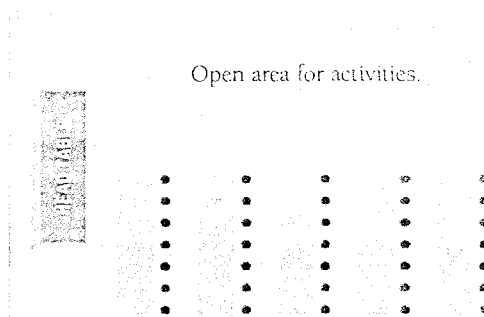
Carpeting: It is recommended that the training room be carpeted. Participant injury is a greater possibility on a bare floor. Participants should be reminded to wear flat, closed-toe shoes with non-skid soles.

Room Set Up: Generally, the front of the room should be set up classroom style.

FOR SQUARE OR FAIRLY SQUARE ROOMS



FOR LONGER, NARROWER ROOMS



10 Tips for Successful Implementation

After your on-site training concludes, the success of your program will be largely determined by the leadership abilities of your Certified Instructors and your organization's commitment to ongoing training. With that in mind, we offer the following *10 Tips for Successful Implementation of the Nonviolent Crisis Intervention® Training Program*.

1 Implement training as a process, not a one-time event.

CPI's Training Process includes the basic course, formal refreshers, situational applications, policy discussions, reviews, practice, and rehearsals/drills.

2 Review policies to make sure they are consistent with the program philosophy of *Care, Welfare, Safety, and Security*SM.

Well-developed policies guide staff, define accepted intervention strategies, and help staff organize their thinking in a crisis moment.

3 Be the first to sign up for the initial course and the first refresher.

Be a role model for other staff. Your participation in the program sets the expectation for all staff to attend.

4 Create a yearly training calendar.

Yearly training calendars help schools and facilities in making sure all Certified Instructors maintain the minimum number of teaching hours. They also help Instructors present well-organized training sessions.

Support Instructors' efforts to conduct their initial training within 90 days of certification.

Conducting the initial training as soon as possible after certification—while the information is still fresh in their minds—helps boost Instructor confidence.

Committing to Training as a Process

6 Meet with all Certified Instructors quarterly to “debrief” training and make necessary changes.

Meeting regularly allows Certified Instructors to brainstorm new ideas for training and problem solve any concerns.

7 Stay up-to-date on regulatory, licensing, or accreditation requirements and changes.

The use of restraint and seclusion is becoming increasingly regulated. Make sure your facility’s policies are current regarding any changes in these regulations.

8 Send all Certified Instructors to a free refresher once a year.

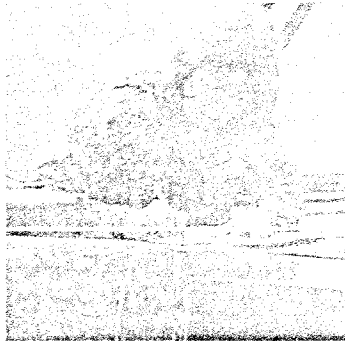
Attending the tuition-free refreshers will not only help to limit “training drift,” but also provides an excellent opportunity to problem solve with one of CPI’s Professional Staff Instructors.

9 Develop a method for submitting documentation and monitoring Instructor status.

Timely submission of accurate and complete training rosters will assist your Instructors in maintaining their active status. Instructors will be submitting the original rosters and post-tests to CPI, but are encouraged to keep copies for internal records.

Take advantage of CPI’s free, ongoing training support.

If you have any questions or concerns about program implementation, just call Instructor Services toll-free at 1-877-877-5390.



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