

# FACT SHEET



## ORGANIZATION

### **Crisis Prevention Institute, Inc. (CPI)**

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## PROGRAM OVERVIEW

The ***Nonviolent Crisis Intervention***<sup>®</sup> program, developed by the Crisis Prevention Institute (CPI), is known worldwide for its innovative, holistic philosophy of providing *Care, Welfare, Safety, and Security*<sup>SM</sup> for staff and those in their care, even during crisis moments.

**More than 5.4 million  
professionals worldwide have  
participated in CPI's  
*Nonviolent Crisis Intervention*<sup>®</sup>  
training program.**

CPI's programs train professionals working at all levels in schools, hospitals, mental health facilities, correctional institutions, and businesses and employ simple, yet powerful techniques for defusing mounting hostility such as:

- Empathic listening skills.
- Verbal intervention strategies.
- Preserving and strengthening relationships with coworkers and customers.
- Limit-setting techniques to calm agitated individuals.

## ABOUT CPI

CPI was established in 1980 for human service professionals to address the need for crisis prevention and intervention training in safe, respectful, noninvasive methods. CPI remains on the forefront of critical issues and best practices in behavior management based on its founding philosophy of providing *Care, Welfare, Safety, and Security*<sup>SM</sup> for everyone involved in a crisis moment. More than 5.4 million people across the globe have participated in CPI's *Nonviolent Crisis Intervention*<sup>®</sup> training, the most widely used program in the world for managing disruptive and assaultive behavior.

A key differentiating factor of the *Nonviolent Crisis Intervention*<sup>®</sup> program is the customization of training elements to fit the needs of individual organizations. As training evolves, the program is tailored to address specific challenges within each organization. Certified Instructors also become members of an international network and are provided with the tools to continually upgrade their skills and resources.

## PROGRAM PHILOSOPHY

The Crisis Prevention Institute, Inc.'s (CPI) cornerstone training program, the *Nonviolent Crisis Intervention*<sup>®</sup> program, espouses a philosophy that focuses on providing the best possible *Care, Welfare, Safety, and Security*<sup>SM</sup> to staff members and those in their care. The emphasis is on prevention, de-escalation, and the use of physical intervention only as a last resort, when an individual presents a danger to self or others.

**PROGRAM  
SUMMARY AND  
METHODOLOGIES**

The *Nonviolent Crisis Intervention*<sup>®</sup> program is embraced worldwide by organizations committed to providing quality care and services in a respectful, safe environment.

The strategies taught in the *Nonviolent Crisis Intervention*<sup>®</sup> program provide staff members with an effective framework for decision making and problem solving to prevent, de-escalate, and safely respond to disruptive or assaultive behavior.

The *Nonviolent Crisis Intervention*<sup>®</sup> program combines innovative concepts regarding violent behavior into an educational system that gives staff at all knowledge and experience levels easy-to-understand models to use when confronted with anxious, hostile, or violent behavior.

**IMPLEMENTATION**

The *Nonviolent Crisis Intervention*<sup>®</sup> Training Process is best implemented through CPI's Instructor Certification Program, which allows for necessary tailoring and application of program content to evolving organizational realities, while maintaining the integrity of the program content with the highest quality standards and services.

**CPI supports over 23,000  
professionals worldwide  
who are active *Nonviolent  
Crisis Intervention*<sup>®</sup>  
Certified Instructors.**

The Instructor Certification Program offers organizations a link to ongoing professional consultation, resources, and examples of best practices through the International Association of *Nonviolent Crisis Intervention*<sup>®</sup> Certified Instructors (IANCICI<sup>®</sup>.)

Membership in IANCICI<sup>®</sup> creates a framework in which CPI is able to work with organizations to support their implementation of *Nonviolent Crisis Intervention*<sup>®</sup> training through a defined Training Process based upon best practices.

The *Nonviolent Crisis Intervention*<sup>®</sup> program can be taught in one of two ways—in its entirety in a classroom setting or as a hybrid option. In the hybrid option, participants receive much of the content in a web-based format, followed by a classroom session designed to help apply that content to specific situations.

**Evidence-  
based  
Research**

The effectiveness of *Nonviolent Crisis Intervention* training is well-documented and supported in the literature. If you are interested in reviewing this research collection please refer to our website: <http://www.crisisprevention.com/research/pdf/09-CPI-INT-013.pdf> The Crisis Prevention Institute is interested in working with organizations that wish to collect data to add to the existing body of evidence of the effective implementation of the *Nonviolent Crisis Intervention* program.

### **Professional Staff Instructors**

CPI's Professional Staff Instructors bring a diversity of experience and knowledge to all training programs. Trainers hold educational degrees and certifications in a variety of fields, including:

- Psychology
- Education
- Social Work
- Communications
- Conflict Mediation
- Drug and Alcohol Counseling
- Business Management
- Law Enforcement and Criminal Justice

All Professional Staff Instructors must complete a rigorous training process, annual competency testing, performance appraisal process, and incorporate an ongoing Professional Development Plan. Our core instructors are full-time NCI trainers based out of our corporate headquarters to maintain fidelity, continuity, and quality control of the program.

### **Post-Training Support**

Attending a training program is the just the beginning of the relationship with the Crisis Prevention Institute. CPI continues to support your training efforts through a network of Certified Instructors, the *International Association of Nonviolent Crisis Intervention Certified Instructors (IANCICI)*.

*IANCICI* provides:

- Toll-free professional consultation
- Member-only website and association
- Review and maintain standards
- Documentation of training
- Articles, resources, publications, conferences
- Partnership opportunities in data collection and reporting outcomes
- Advanced programming
- *IANCICI* Instructor Excellence Renewal Process
- Support materials such as DVD's, electronic presentations, posters, and more.

### **NCI Hybrid Training**

NCI Hybrid training offers the same *Nonviolent Crisis intervention* training blending on-line web-based training with the interaction of classroom instruction. Interactive presentations, scenarios, and video learning are combined with face-to-face instructor led programming. Reduces class room time while providing cost savings.

### **Professional Consultive Services**

CPI's Professional Consultants work with organizations to develop and refine policies and procedures, develop strategic implementation plans, and provide program assessments. We provide training process development and audits and can determine metrics for training effectiveness and outcomes while supporting your restraint and seclusion reduction initiatives.