



CPI-Nonviolent Crisis Intervention

Onsite Training Package Available for RWHC Members Only

Package includes five full-day training sessions provided at your facility over a 12-month period. **Participants receive certification good for two years.** Please note: This is NOT a train the trainer program.

Target Audience: Anyone who has contact with patients, ranging in positions from patient registration to physicians.

Program Description:

Learn how to defuse challenging and disruptive behavior before an incident escalates to a crisis. Upon completion of this training series, individuals will be Nonviolent Crisis Intervention Certified.

Benefits to Staff

- **Reduce the risk of injury** by decreasing the number of physical interventions.
- **Improve communication** among staff by establishing a common language.
- **Boost staff confidence** to intervene both verbally and physically.
- **Alleviate the stress and anxiety** associated with confusion or uncertainty in crisis moments.
- **Feel safe** at work again.

Benefits to Your Organization

- **Minimize the risk** of potential liability.
- **Improve staff retention** by providing the skills necessary to manage difficult situations.
- **Comply with legislative mandates** and regulatory/accreditation guidelines.
- Create and maintain a **safe, caring, and respectful environment** for staff and those you serve.
- Demonstrate your organization's commitment and contribution to a **safer community**.

Benefits to Those You Serve

- Live, learn, and thrive in a **safe and respectful environment**.
- Interact with positive role models who are **well equipped to manage difficult situations**.
- Become an active participant in the debriefing process and **learn new coping skills**.
- Receive staff guidance about making **positive behavior choices** in the future.
- **Feel supported** by staff who are empathic, compassionate, and respectful.

Objectives: The participant will be able to:

- Describe the typical behavioral responses associated with the development of a crisis and choose an appropriate intervention for each level of behavior.
- Describe elements of good interpersonal behavior and demonstrate how verbal and nonverbal strategies can be used to decelerate behavioral responses during a crisis.
- Explain the importance of effective listening and identify key approaches associated with empathic listening.
- Identify precipitating factors for crisis behavior and explain how they may impact staff.
- Identify a range of nonphysical approaches that can be implemented to prevent or reduce the likelihood of challenging, aggressive and violent behavior.
- Use a postvention model for action that will help bring about necessary closure, debriefing, and the re-establishment of a positive and productive relationship with the individuals involved.
- Describe the importance of factual recording and reporting the experience.

View Joint Commission Resources: [Joint Commission Alignment](#) & [Joint Commission Reference](#)

Certified Nonviolent Crisis Intervention Instructor:

Erin Smital, RN, Nursing Professional Development Educator, RWHC

Fee:

Package for RWHC Members Only includes:

\$6,250 for five full-day training sessions provided at your facility **over a 12-month period.**

Workshop Savings of \$3,750 without the package deal!!!

Does NOT include cost of participant workbooks, or mileage, meal costs and overnight accommodations for instructor.

To learn more, please contact Erin Smital, RN, Nursing Professional Development Educator, RWHC, esmital@rwhc.com, **608-643-1066.**