

CPI-Nonviolent Crisis Intervention



Instructor: Erin Smital, RN, Nursing Professional Development Educator, RWHC

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 workshop 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.

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