



Prevention starts with **YOU**

Because of the enthusiastic effort of Certified Instructors like you, the Crisis Prevention Institute has been building comprehensive cultures of care throughout organizations around the world for 40 years.



*Explore Paths to
Educate, Empower,
and Enrich*

Certified Instructor Training Options page 6

Maintain certification with our latest and most customizable, convenient, and relevant training solutions.

Nonviolent Crisis Intervention ® Foundation Renewal Program	10
Nonviolent Crisis Intervention ® Foundation Course With Advanced Physical Skills	13
NCI™ Specialized Renewal: Autism Spectrum Disorder	15

Learner Training Products and Programs page 16

Explore training products and programs you need for instructing your staff in the principles and philosophy of *Nonviolent Crisis Intervention*® training.

Nonviolent Crisis Intervention ® Foundation Course Participant Workbook	18
Foundation Course Integrating PBIS Participant Workbook	21
Workbook, Certificate, and Pin Bundles	22
Nonviolent Crisis Intervention ® Foundation Refresher Workbook	25
Targeted Refresher Workbooks and DVDs.....	26
CPI <i>Prepare Training</i> ® Topic Modules	29
Decision-Making Matrix	33
Laminated Teaching Tools	36

Prevention Connection page 38

Learn about the latest in CPI happenings—from important updates and helpful tips to stories of fellow Certified Instructors.

The New CPI Website	40
Designed for the Future, Our New Online Learning Platform	42
The 2019 CPI Instructors' Conference	48
From Reactive to Proactive: Marion County School District	54

Coordination Matters page 60

Safer and more productive workplaces through inclusive violence prevention training.

Message From CPI President, Susan Driscoll.....	60
A Truly Holistic Training Solution	62
CPI Prevention First	63



Hello Certified Instructors!

This year we're introducing exciting changes to the way you interact with CPI, from new training programs and courses to an improved website and online learning platform. We know you're already making the world a safer place – we hope these changes make you even more successful!

- Get ready for the 2019 **CPI Instructors' Conference** taking place in Scottsdale, Arizona, July 14-19! Flip to **page 48** to get all the details.
- Our newest training course, **CPI Prevention First**, helps health care organizations unify all their staff members with a common language of shared values. Learn all about it on **page 63**.
- Designed for the long haul with the needs of you and your learners in mind, our new **online learning platform** is here. For more on the ins and outs of it, head to **page 42**.
- Our newly **redesigned and mobile-friendly website** is up and running. For a quick overview and tips to navigate it, head to **page 40**.

Your efforts inspire us. Seeing you succeed is why we come into the office every day. Because when you have what you need to successfully train, safety happens. There's an exciting year ahead of us all, and we know you'll continue championing for the care of those who need it most.



A handwritten signature in black ink that reads "Marvin D. Mason".

Marvin Mason

Chief Customer Officer, CPI

How to Identify Training Options

Throughout this catalog, you'll notice this helpful key denoting which training delivery options are available for specific products.

Classroom Delivery

A traditional Instructor-led method of training delivery, which takes place at a physical location with face-to-face interaction between Instructors and learners.

Classroom delivery is a time-tested training method maximizing in-person interaction and communication between Instructors and learners.



Classroom Delivery

Current CPI Classroom Delivery Options:

- *Nonviolent Crisis Intervention*® Foundation Course
- *Nonviolent Crisis Intervention*® Foundation Course With Integrating PBIS
- *Nonviolent Crisis Intervention*® Foundation Refresher
- *Nonviolent Crisis Intervention*® Foundation Course With Advanced Physical Skills

Blended Delivery

A delivery method containing both classroom and online portions of training.

This type of training leverages the flexibility, convenience, and time-saving benefits of online delivery with the highly engaging face-to-face interaction that the classroom delivery method offers.



Blended Delivery

Current CPI Blended Delivery Options:

- *Nonviolent Crisis Intervention*® Foundation Course
- *Nonviolent Crisis Intervention*® Foundation Refresher
- NCI™ Specialized Renewal: Autism Spectrum Disorder
- *Nonviolent Crisis Intervention*® Foundation Course With Advanced Physical Skills

Online Delivery

A method of training that delivers one or more lessons to a web browser or mobile device, to be conveniently accessed anytime, anywhere.

Online courses provide great flexibility for your organization by offering both time- and cost-saving benefits. With unique and specialized content options available, online delivery gives you the ability to give staff members further guidance and confidence around certain concepts.



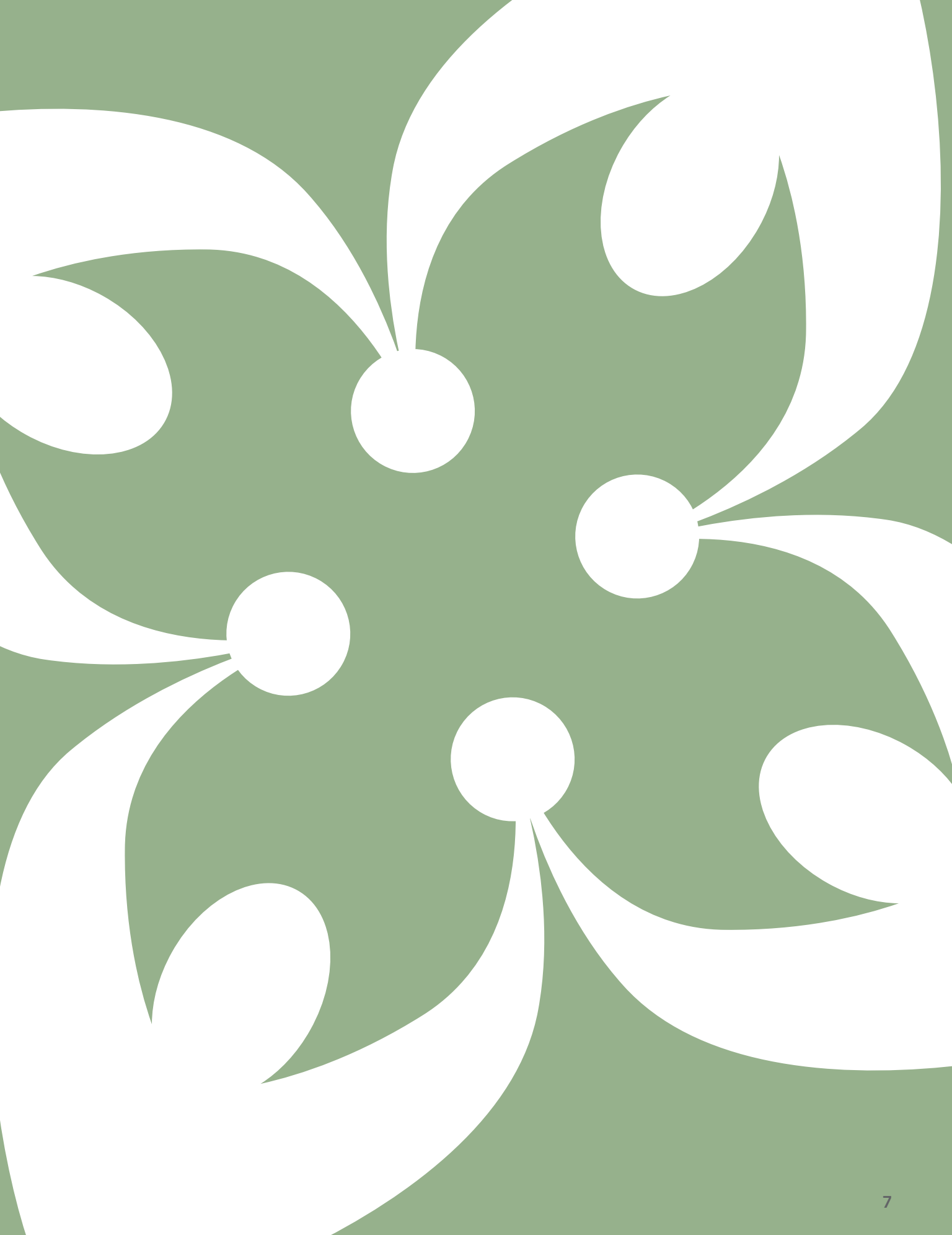
Online Delivery

Current CPI Online Delivery Options:

- CPI Prevention First
- CPI's Take Five Microlearnings

Certified Instructor Training Options

Maintain certification with our latest and most customizable, convenient, and relevant training solutions.





Safer and More Productive Workplaces

The foundation for crisis prevention training.

Our cornerstone program, the *Nonviolent Crisis Intervention*® Foundation Course, teaches the practical skills and strategies needed for assessing, managing, and responding to risk behaviors. Focusing on verbal de-escalation and early intervention, our time-tested training provides your staff with an effective framework for decision making and problem solving in times of crisis – creating a measurable reduction in workplace violence and its associated negative outcomes.



Certify few. Train many.

As a Certified Instructor, you're the key to successful training at your organization – trusted and trained to pass on the strategies and concepts of the *Nonviolent Crisis Intervention*® program to others. As an expert, you're required to attend a renewal program every two years to maintain certification. Empowering staff to recognize and respond to challenging behaviors, the efforts of Certified Instructors like you make a true difference in the lives of those you support.



Explore all your renewal options in the following pages

One Certified Instructor



Unlimited Participants

Foundation Course Renewals

Maintain certification with a renewal program every two years.



Two-Day *Nonviolent Crisis Intervention*® Foundation Renewal Program



Classroom Delivery

Price: \$989

Built upon the *Nonviolent Crisis Intervention*® Foundation Course, this renewal program is the leading way for you to maintain certification. Re-examining course content from the perspective of an active Certified Instructor, you'll gain new training insights and develop a deeper understanding for the program's most important concepts.



One-Day *Nonviolent Crisis Intervention*® Renewal Program



Blended Delivery

Price: \$989

Renew your certification with the new *One-Day Nonviolent Crisis Intervention*® Renewal Program featuring blended learning. With this new renewal option, you can minimize time away from the workplace by completing a short online learning component before attending a one-day classroom session. Save time while re-energizing and polishing up your knowledge, strengthening your organization's ability to provide for the *Care, Welfare, Safety, and Security*™ of everyone you support.



Instructor Kit Included!

Participants receive an Instructor Kit, which includes CPI's Competency-Based Training Tools and additional resources to help you incorporate new content into staff training.

Foundation Course Recertification

Reactivate lapsed Instructor status.



Four-Day *Nonviolent Crisis Intervention*® Recertification Program



Classroom Delivery

Price: \$3,249

If your certification has lapsed through not meeting the two-year renewal requirement, the Four-Day *Nonviolent Crisis Intervention*® Recertification Program is the option for you. This option features all four days of the program and restores your CPI certification status while reintroducing you to the core concepts and philosophies of *Nonviolent Crisis Intervention*® training.



Things to Remember

To maintain your certification, you're required to re-attend a *Nonviolent Crisis Intervention*® training facilitated by CPI every two years (your renewal cycle begins on the day of your original certification), but you don't have to wait – feel free to register for a program when it's most convenient for you!



For the most current upcoming training dates and locations, visit: cpicat.com/programs

Interested in bringing this program to your organization?

Call **877.877.5389** and talk with your training coordinator today.



Prepared for Extreme Situations

Effective tools to safely respond to higher-risk situations and manage complex behaviors at your organization.

For many, the *Nonviolent Crisis Intervention*® Foundation Course offers the optimal mix of concepts and skills to safely address the behaviors that staff encounter. However, in organizations supporting persons who are more likely to demonstrate higher risk behaviors, the *Nonviolent Crisis Intervention*® Foundation Course With Advanced Physical Skills provides the effective tools needed to help staff manage these complex situations.

The safest physical intervention is the one that never occurs, but preparation is key – you need staff to feel

confident no matter the situation they're facing. With the *Nonviolent Crisis Intervention*® Foundation Course With Advanced Physical Skills, you expand your staff's approaches and toolset in ensuring the *Care, Welfare, Safety, and Security*™ of everyone at your organization.

Who should attend?

Instructors looking to renew and maintain certification whose staff need to manage higher risk or complex behaviors, especially those who have completed CPI's *Applied Physical Training*™ in the past.



Instructor Kit Included!

Participants receive an Instructor Kit, which includes CPI's Competency-Based Training Tools and additional resources to help you incorporate new content into staff training.

Advanced Physical Skills Program

Prepare staff to safely intervene in extreme situations.



Nonviolent Crisis Intervention® Foundation Course With Advanced Physical Skills



Classroom or Blended Delivery

Price: \$ 4,295

The *Nonviolent Crisis Intervention®* Foundation Course With Advanced Physical Skills is an intensive certification and renewal option focused on the third level of the *Crisis Development Model™* – when an escalating situation becomes an immediate physical danger. This program enhances staff ability to assess risk, actively problem solve, and develop appropriate interventions in the moment. Gain a deeper understanding of the philosophy and science behind core *Nonviolent Crisis Intervention®* concepts along with facilitation strategies for teaching advanced physical interventions to staff.

Once you complete this course, you can begin training the *Nonviolent Crisis Intervention®* Foundation Course With Advanced Physical immediately. Featuring a comprehensive Instructor Guide with color-coded pathways and icons to differentiate advanced content, you'll be ready to train your staff with exactly what they need based on the risks they face and organizational needs.

Registration Options

Four-Day Blended NCI™ Advanced Physical Skills Instructor Certification Program: **\$4,295**

Four-Day Blended NCI™ Advanced Physical Skills Recertification: **\$4,295**

Four-Day Blended NCI™ Advanced Physical Skills Renewal: **\$3,249**

Five-Day Classroom NCI™ Advanced Physical Skills Instructor Certification Program: **\$4,295**

Five-Day Classroom NCI™ Advanced Physical Skills Recertification: **\$4,295**

Five-Day Classroom NCI™ Advanced Physical Skills Renewal: **\$3,249**

Interested in bringing this program to your organization?

Call **877.877.5389** and talk with your training coordinator today.



Upcoming *Nonviolent Crisis Intervention®* With Advanced Physical Skills Programs



Classroom Delivery

CALIFORNIA

Los Angeles • Jan. 7-11

WYOMING

Cheyenne • Feb. 25-Mar. 1

Upcoming *Nonviolent Crisis Intervention®* With Advanced Physical Skills Programs



Blended Delivery

NEW HAMPSHIRE

Concord • Jan. 8-11

NEW JERSEY

Verona • March 12-15

Lincoln Park • June 25-28

For the most current upcoming training dates and locations, visit: cpicat.com/programs



Building Bridges Between Two Worlds

Augment and adapt your *Nonviolent Crisis Intervention*® training for staff who support individuals on the autism spectrum.

As the number of people with autism spectrum disorder (ASD) continues to rise, it's time to take a truly person-centered approach to caring for and responding to these individuals. With your commitment to *Nonviolent Crisis Intervention*® training, you've already established a foundation of *Care, Welfare, Safety, and Security*™ at your organization – but for schools, medical facilities, and professional spaces supporting individuals on the autism spectrum, special considerations are needed. It's time to build a bridge to their world, educating staff to better understand people with ASD to create a true culture of care that is tailored to their specific and special needs.

Rooted in the spirit of empathy, dignity, and respect, the NCI™ Specialized Renewal: Autism Spectrum

Disorder specialized renewal option teaches Certified Instructors how to modify and design *Nonviolent Crisis Intervention*® training for staff working with individuals on the autism spectrum. People with ASD deal with social interactions differently. They communicate differently. They have different cognitive processes. This blended learning program helps staff understand these differences and see them as strengths rather than deficits – allowing them to recognize disruptive behaviors and appropriately respond.

Who should attend?

Instructors looking to renew and maintain certification who are interested in learning about the specific needs of the autism community and how to tailor training for staff members supporting those individuals.

ASD Program Overview

ONLINE WORK

(Completed before attending classroom session)

Part 1

[1-2 Hours Approximately]

You'll view and listen to an online course featuring examples of how individuals on the autism spectrum might handle certain social interactions.

Part 2

[1 Hour Approximately]

Next, you'll view four video-based case studies to connect learnings from the first part of online work with the realities of the real world.

CLASSROOM SESSION

Day 1

Featuring a workshop format, this session includes experiential, hands-on participation as you discuss and share your perspective with fellow Certified Instructors.

Day 2

The second classroom session introduces physical intervention skills with ASD-specific considerations and helps you plan how to implement and customize training for your organization.

Autism Spectrum Disorder Renewal

Maintain certification and integrate ASD concepts into training.



NCI™ Specialized Renewal: Autism Spectrum Disorder



Price: \$2,995

Featuring online prework and two days of classroom training built and adapted from core *Nonviolent Crisis Intervention*® training concepts, this program satisfies your two-year renewal requirement in a way that best fits the needs of your organization and the people you support.



Autism Spectrum Disorders Training Tool Planner Included!

Allows you to begin customizing your training with easy-to-use facilitation planning tools, tips, and activities.

Registration Option

Two-Day Blended NCI™ Specialized Renewal: Autism Spectrum Disorder: **\$2,995**

Interested in bringing this program to your organization?

Call **877.877.5389** and talk with your training coordinator today.

Upcoming NCI™ Specialized Renewal: Autism Spectrum Disorder Programs



UNITED STATES

MICHIGAN

Carson City • Jun. 6-7

CANADA

SASKATCHEWAN

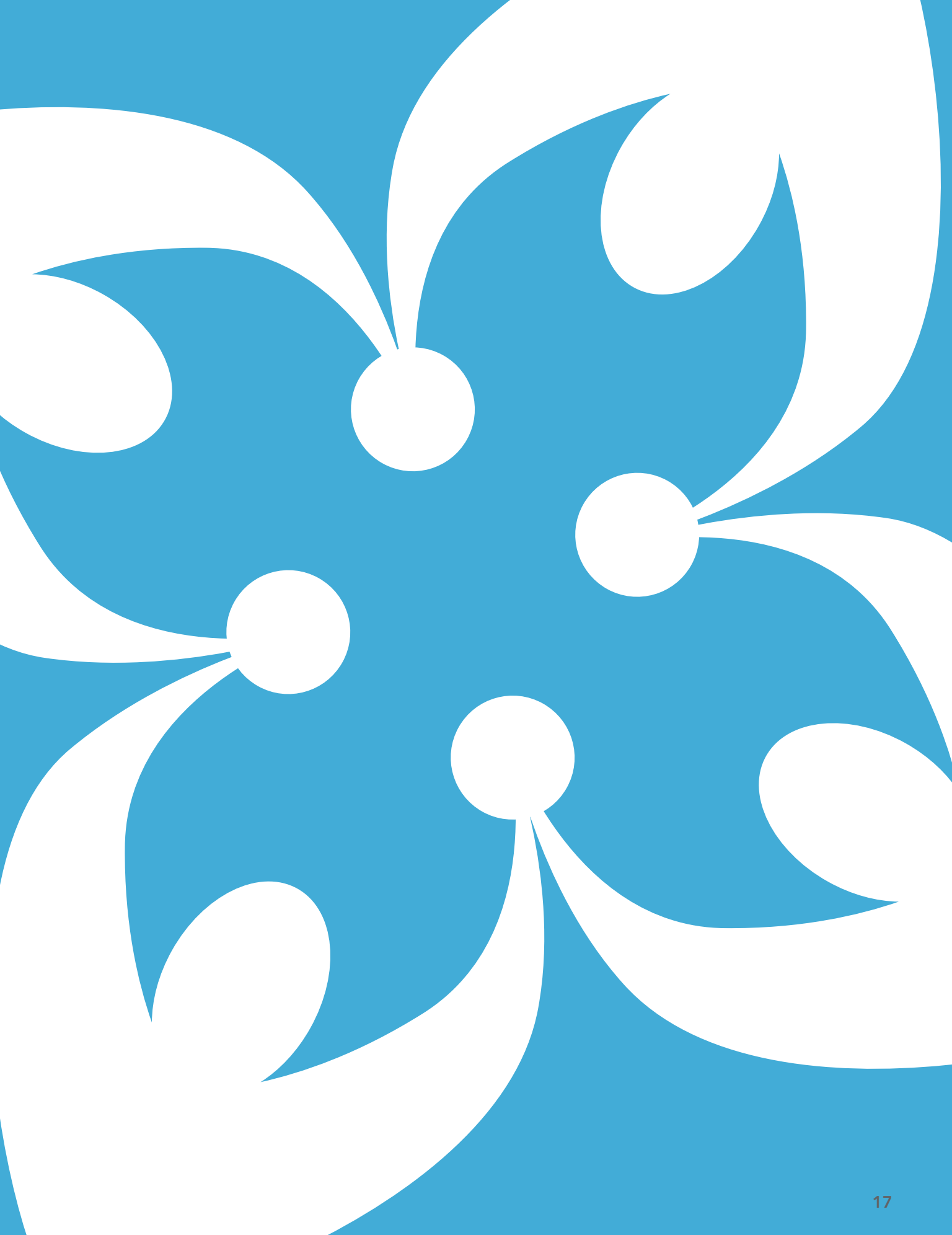
Meadow Lake • Apr. 30-May 1

For the most current upcoming training dates and locations, visit: cpicat.com/programs



Learner Training Products and Programs

Explore training products and programs you need for instructing your staff in the principles and philosophy of *Nonviolent Crisis Intervention*® training.



Foundation Course Materials



QTY.	PRICE
1-99	\$19.95 ea.
100-249	\$18.95 ea.
250+	\$17.95 ea.

Nonviolent Crisis Intervention® Foundation Course Participant Workbook



Classroom Delivery

Code: PWKB0170 \$19.95 ea.

This essential resource is not only the workbook you learned from, it's also the workbook your staff will learn from.

The Foundation Course Participant Workbook is designed to ensure consistency, maintain program integrity, and serve as a valuable takeaway that staff can refer to in the future.

The Foundation Course Workbook:

- Contains all 10 units of the program and includes images of the disengagement and holding skills that can be easily removed if you choose to not teach these skills.
- Includes supplemental information about the program's principles, terminology, and the risks of physical restraints.
- Features a perforated pre-test, post-test, and participant evaluation.
- Mirrors your Instructor Guide and Electronic Presentation.
- Includes a unique participant Blue Card™ code for training validation and online documentation.

Please note: If you completed the four-day Nonviolent Crisis Intervention® training program after July 19, 2015, you may purchase this workbook. The downloadable Electronic Presentation for the Foundation Course is available online at cpicat.com/ep



Nonviolent Crisis Intervention® Foundation Course Participant Seat



Blended Delivery

Code: **FLEX0003** \$34.00 ea.

Seats give you and your participants access to the online portion of the program and the online Learner's Guide. Your seat purchase also includes access to a QuickStart Guide and downloadable Instructor Guide.

A printed Job Aid to use in class for each of your participants will be shipped to you. The Job Aid contains CPI's Blue Card™ confirmation.



QTY.	PRICE
1-99	\$34.00 ea.
100+	\$31.00 ea.



Seat purchase includes direct access to CPI's online learning platform and downloadable materials for Instructor and participants.



Foundation Course Integrating PBIS Participant Workbook



Classroom Delivery

Code: PWKB0175 \$19.95 ea.

Supporting your Positive Behavior Interventions and Supports goals

As a CPI Certified Instructor, your primary role is to teach *Nonviolent Crisis Intervention*® content. However, this specialized program can truly support your PBIS goals. These two frameworks are connected on many levels, and integrating them into one program gives your organization a comprehensive behavior management framework. As current research indicates, this can be especially helpful when serving individuals with intense needs or when responding to crisis situations.

All 10 units of the *Nonviolent Crisis Intervention*® Foundation Course are included. In addition, this workbook, which you can use for initial or refresher training, helps staff make connections to parallel PBIS concepts like:

- Behavior is a form of communication.
- An individual may use negative attention to get a positive outcome.
- Organizational rules should be stated in positive terms.
- A team-based approach to problem solving is the most effective.
- Data informs decisions.

Includes a comprehensive Facilitator Guide

Each workbook order includes a comprehensive Facilitator Guide that includes additional information relating to PBIS, Teaching Points to support your discussion around PBIS, and alternative transitions where applicable.

Please note: If you completed the four-day Nonviolent Crisis Intervention® training program after July 19, 2015, you may purchase this workbook.

Participant Nametag

Code: NMTG0001 \$0.50 ea.

Calling participants by name shows respect and makes everyone feel comfortable and welcome. A small investment in nametags helps you remember everyone's name, encourages interaction, and builds rapport. Make sure you always have plenty on hand.



QTY.	PRICE
1-99	\$19.95 ea.
100-249	\$18.95 ea.
250+	\$17.95 ea.



Training Bundles



A. Foundation Workbook



B. Foundation Refresher Workbook



C. Certificate

A + C

Foundation Workbook and Certificate

Code: PKGS0688

QTY.	PRICE
1-99	\$25.95 set
100-249	\$24.95 set
250+	\$23.95 set

A + C + D

Foundation Workbook, Certificate, and Pin

Code: PKGS0690

QTY.	PRICE
1-99	\$29.95 set
100-249	\$28.95 set
250+	\$27.95 set

A + D

Foundation Workbook and Pin

Code: PKGS0689

QTY.	PRICE
1-99	\$24.95 set
100-249	\$23.95 set
250+	\$22.95 set

A + E

Foundation Workbook, Matrix Card, and Poster Bundle

Code: PKGS0695

QTY.	PRICE
1-99	\$21.95 set
100-249	\$20.95 set
250+	\$19.95 set

Each bundle includes one *Nonviolent Crisis Intervention®* Foundation Course Participant Workbook and one Decision-Making Matrix laminated card. **Each order includes one Facilitation Guide and one Decision-Making Matrix poster.**



D. Pin



E. Decision-Making Matrix

B + C

Foundation Refresher Workbook and Certificate

Code: PKGS0702

QTY.	PRICE
1-99	\$25.95 set
100-249	\$24.95 set
250+	\$23.95 set

B + C + D

Foundation Refresher Workbook, Certificate, and Pin

Code: PKGS0704

QTY.	PRICE
1-99	\$29.95 set
100-249	\$28.95 set
250+	\$27.95 set

B + D

Foundation Refresher Workbook and Pin

Code: PKGS0703

QTY.	PRICE
1-99	\$24.95 set
100-249	\$23.95 set
250+	\$22.95 set

A + B

Foundation Workbook and Refresher Workbook

Code: PKGS0701

QTY.	PRICE
1-99	\$39.90 set
100-249	\$37.90 set
250+	\$35.90 set



Even More Flexibility

Add more versatility to ongoing learning initiatives at your organization with a blended refresher training.

Designed to achieve the same course goals as our time-tested and proven classroom training, the *Nonviolent Crisis Intervention*® Foundation Refresher Course is now offered with a blended delivery option – helping you cultivate and maintain staff skills by leveraging both the convenient benefits of online learning with the engaging face-to-face interaction of the classroom.

Go deeper

Much more than a content review, refreshers open up the opportunity to explore concepts in greater detail

and discuss successes and challenges staff members have experienced using skills from the *Nonviolent Crisis Intervention*® program.

Built on a strong foundation

As a recommended program for your organization's training process, the *Nonviolent Crisis Intervention*® Foundation Refresher Course covers all core concepts. Each review topic is broken down into three components (Core Content, Application, and Action Plan) to help you customize your training.



Things to Remember

Maintain certification by delivering two training events per year with great products like these!



Nonviolent Crisis Intervention® Foundation Refresher Participant Seat



Blended Delivery

Code: FLEX0009 \$34.00 ea.

A flexible ongoing training option.

Seats give the Certified Instructor and participants access to the online portion of the course. Designed for education, health care, and mental health organizations, this course achieves the same course goals as the *Nonviolent Crisis Intervention®* refresher course but through a blended learning format – bringing together the flexibility of online learning with the engagement of the classroom.

Certified Instructors will have access to a downloadable Facilitator Guide and direct access to CPI's online learning platform. A printed Workbook with Blue Card™ will be shipped for each seat purchased.

QTY.	PRICE
1-99	\$34.00 ea.
100+	\$31.00 ea.



Nonviolent Crisis Intervention® Foundation Refresher Workbook



Classroom Delivery

Code: PWKB0185 \$19.95 ea.

Your essential resource.

Each workbook order includes online access to Instructor resources like the comprehensive Facilitator Guide and Electronic Presentation. Each individual workbook contains CPI's Blue Card™ confirmation for participants. Once you have documented the training online and CPI has confirmed, participants can access their digital Blue Card™ on the CPI App.

QTY.	PRICE
1-99	\$19.95 ea.
100-249	\$18.95 ea.
250+	\$17.95 ea.

Targeted Refresher Options

Create an inspiring library. Many Certified Instructors find CPI's DVD training programs to be an effective and convenient option for refresher training. With the wide variety of DVD titles to choose from, it's easy to target a refresher to a particular staff need. In addition to earning you training credits, DVD refresher training can help staff:

- Deepen their comprehension of core concepts.
- Better understand the people they serve.
- Identify and resolve their own fears and anxieties.
- Boost their confidence to intervene early.
- Strategically apply course content.

Facilitation Tips

You can use any DVD that has an accompanying workbook and Leader's Guide for refresher training. As the Instructor, you have the flexibility to tailor the content with realistic examples from your work environment. The Leader's Guide provides additional discussion questions. Each DVD order includes 10 workbooks and a Leader's Guide. If you need more, we have them for you!

For more information and DVD previews, visit cpicat.com/DVDs

Discount Pricing

DVD REFRESHER WORKBOOKS

QTY.	PRICE
1-99	\$15.00 ea.
100-249	\$14.00 ea.
250+	\$13.00 ea.



INCLUDES:

10 Workbooks 1 Leader's Guide 1 DVD

Effective Limit Setting



Classroom Delivery

DVD Code: DVDS0082 \$330.00 ea.

Additional Workbook Code: VDWB0082 \$15.00 ea.

22 minutes. Closed-captioning. Select your own work environment!

Enhance staff skills and confidence to manage confrontational behavior by setting effective limits. Watch a preview at cpicat.com/limits



INCLUDES:

 10 Workbooks
  1 Leader's Guide
  1 DVD

How to Excel at Verbal Intervention II



Classroom Delivery

DVD Code: DVDS0084 \$330.00 ea.

Additional Workbook Code: VDWB0084 \$15.00 ea.

23 minutes. Closed-captioning. Select your own work environment!

Learn the differences between goals, strategies, and techniques, and why they are necessary for all verbal interventions.

Watch a preview at cpicat.com/excel



INCLUDES:

 10 Workbooks
  1 Leader's Guide
  1 DVD

Facing Conflict With Confidence



Classroom Delivery

DVD Code: DVDS0085 \$330.00 ea.

Additional Workbook Code: VDWB0085 \$15.00 ea.

30 minutes. Closed-captioning. Select your own work environment!

Give staff practical strategies to help them resolve conflict through negotiation and mediation.

Watch a preview at cpicat.com/conflict



INCLUDES:

 10 Workbooks
  1 Leader's Guide
  1 DVD

The Preventive Techniques II



Classroom Delivery

DVD Code: DVDS0083 \$330.00 ea.

Additional Workbook Code: VDWB0083 \$15.00 ea.

27 minutes. Closed-captioning. Select your own work environment!

Review key verbal and nonverbal intervention strategies from *Nonviolent Crisis Intervention®* training.

Watch a preview at cpicat.com/techniques



QTY.	PRICE
1-99	\$15.00 ea.
100-249	\$14.00 ea.
250+	\$13.00 ea.

Bullying Behaviors: Applying CPI's Crisis Development ModelSM Workbook



Classroom Delivery

Workbook Code: PWKB0129 \$15.00 ea.

Begin the Bullying Discussion.

Creating an emotionally and physically safe care setting requires a coordinated and collaborative effort among staff, family, the organization, and the community. This refresher option helps Certified Instructors facilitate discussions about bullying and begin to develop solutions. The program provides a perspective about bullying that is framed within the context of the CPI *Crisis Development Model*SM.

Support Other Bullying Initiatives.

This refresher training is intended to support other organizational bullying prevention initiatives and policies. Workbooks include additional resources, and the accompanying Leader's Guide includes teaching points, discussion questions, and sample scenarios and exercises.

To find out how you can help prevent and stop bullying, visit cpicat.com/bullying

This refresher option can be used by any Certified Instructor; no additional authorization is needed.



QTY.	PRICE
1-9	\$7.50 ea.
10-49	\$6.50 ea.
50+	\$5.50 ea.

Sharing Strategies Workbook



Classroom Delivery

Code: PWKB0065 \$7.50 ea.

Share information with parents and caregivers.

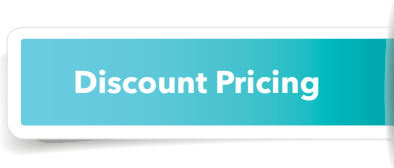
This unique resource provides parents and caregivers with an overview of some of the concepts and strategies taught in the *Nonviolent Crisis Intervention*[®] training program. This can help in the continuity of support and care. It may also give parents and caregivers some insights into behavior patterns of the person they support.

Sharing Strategies From the *Nonviolent Crisis Intervention*[®] Training Program includes a workbook for participants to fill in information about the person in their care as they go through various program concepts. After the workshop, they'll have a takeaway Action Plan filled with strategies they can begin to use immediately.

CPI's *Prepare Training*® Topic Modules

In addition to *Nonviolent Crisis Intervention*® training, CPI offers the *Prepare Training*® program, which is geared more toward business environments. This specialized offering gives professionals who may not have a duty of care the skills and confidence to effectively respond to challenging customer and coworker behavior.

Several of the *Prepare Training*® program's Topic Modules focus on internal issues and on resolving conflicts that can occur within any organization. Any CPI Certified Instructor can use these modules for a staff in-service day or as part of your organization's professional development training.



PREPARE TRAINING® TOPIC MODULES

QTY.	PRICE
1-99	\$14.50 ea.
100-249	\$13.50 ea.
250+	\$12.50 ea.



Workplace Bullying



Classroom Delivery

Workbook Code:
PWKB0085 \$14.50 ea.



Crisis Response Teams



Classroom Delivery

Workbook Code:
PWKB0030 \$14.50 ea.



Opening the Lines of Electronic Communication



Classroom Delivery

Workbook Code:
PWKB0056 \$14.50 ea.



Workplace Substance Abuse



Classroom Delivery

Workbook Code:
PWKB0165 \$14.50 ea.



Challenged by Mental Illness at Work



Classroom Delivery

Workbook Code:
PWKB0144 \$14.50 ea.



Giving Bad News



Classroom Delivery

Workbook Code:
PWKB0080 \$14.50 ea.



A Common Language of Prevention

It's a challenge to train everybody at your organization, but for educators, we have solutions to help create awareness and shared values.

Our Professional Development Series for Educators is the solution. Anyone can be taught. Short, quick to teach, and affordable, these sessions give you an opportunity to promote a positive culture among support staff and administrators. Individuals learn how to defuse difficult conversations and what to do when facing a difficult situation alone in a 60-minute session – they're perfect for a staff in-service day.

Now there's no reason not to introduce your colleagues to our trusted resources.

For each individual being trained, you'll need to purchase a single workbook. Creating awareness and sharing strong concepts with everyone is hugely beneficial. For more information, visit cpicat.com/pds

Knowledge for all school personnel.

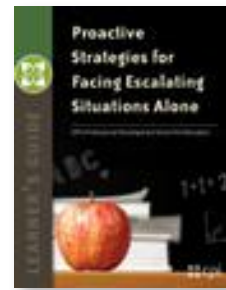
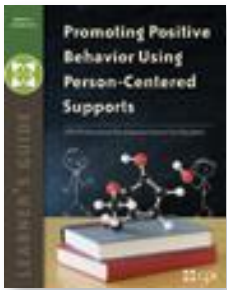


Discount Pricing

CPI's Professional Development Series for Educators is a tool designed for Certified Instructors. These one-hour sessions offer an excellent way to share practical strategies and concepts with teachers, administrators, and support staff who may not be trained in the *Nonviolent Crisis Intervention*® program.

Professional Development Series

QTY.	PRICE
1-99	\$10.50 ea.
100-249	\$9.50 ea.
250+	\$9.00 ea.



Promoting Positive Behavior Using Person-Centered Supports – Module 1



Classroom Delivery

Learner's Guide Code:
PWKB0149 \$10.50 ea.

Build a foundation for promoting and supporting positive behavior. With a better understanding of what challenging behavior is and why it occurs, staff can choose positive interventions. Use this session to teach staff how to help students replace challenging behaviors with more positive behaviors.

Promoting Positive Behavior Using Person-Centered Supports – Module 2



Classroom Delivery

Learner's Guide Code:
PWKB0163 \$10.50 ea.

Electronic Presentation Code:
PKGS0682 \$200.00 ea.

Module 2 expands on content from Module 1. Participants explore the concept of person-centered support and learn to apply this knowledge to workplace realities. Facilitate these modules together or separately, depending on staff's knowledge level.

Helping Educators Defuse Difficult Conversations



Classroom Delivery

Learner's Guide Code:
PWKB0147 \$10.50 ea.

Electronic Presentation Code:
PKGS0663 \$200.00 ea.

Part of your role is teaching professionals how to deliver difficult news or challenging decisions to students and adults. Learn strategies for safely delivering difficult news that help maintain dignity and respect for the individuals involved and preserve relationships.

Proactive Strategies for Facing Escalating Situations Alone



Classroom Delivery

Learner's Guide Code:
PWKB0150 \$10.50 ea.

Electronic Presentation Code:
PKGS0666 \$200.00 ea.

Some of your staff might occasionally need to interact with an agitated or confrontational student or parent. Learn how to teach your staff strategies to maximize safety and ensure the most positive outcome for everyone.



Faster Than You Can Say Decision-Making Matrix

Millions of thoughts race through your head every day, and millions of decisions have to be made.

While assessing and managing risk in your daily life might become routine, it's difficult to consistently find the appropriate response to challenging behavior because every situation is unique.

That's why we offer the Decision-Making Matrix – a tool that helps categorize risk behaviors by considering their likelihood and potential severity. An extra, immediate tool for weighing risk objectively helps you run through the thought process quicker, enabling you to stay safe when you need to act fast. As a crisis arises and adrenaline flows, your mind races through your training, organizational policies, state laws, the environment, and more. Simplifying this process with the Decision-Making Matrix tool reduces the possibility of more severe outcomes occurring. Keep this tool top of mind so you can respond

appropriately, consistently, and safely – finding the balance in risk assessment.

Building confidence in on-the-spot assessments, the Decision-Making Matrix serves as both a great in-class training support tool and a takeaway resource for participants. Purchase the Decision-Making Matrix Job Aid package – a flexible tool that can be introduced during any part of your organization's training process. This package includes 15 laminated reference cards and a Decision-Making Matrix poster.

You've got a lot going on in your workplace while trying to provide for the best possible *Care, Welfare, Safety, and Security*SM for all. Take a step toward making things easier.



Decision-Making Matrix Job Aid

Code: PKGS0676 \$35.00 ea.

(Pack of 15 laminated cards)

Pack includes Facilitation Guide and one Decision-Making Matrix poster.

These laminated cards and poster help build staff capabilities and confidence during on-the-spot assessments in rapidly changing situations.

You can use this job aid:

- As an in-class training support tool.
- As a takeaway resource for participants.
- As part of a session specifically targeting risk assessment.
- As part of the Postvention process with team members or as a self-reflection exercise.

The job aid is appropriate to use during any time in your organization's training process.

Decision-Making Matrix Poster

Code: PSTR0079 \$8.00

See pages 22-23 for bundle options.



Competency-Based Training Tool Kit

Code: PKGS0685 \$7.50

With full-color images of the new physical intervention options, these cards are valuable tools to help staff practice their new skills. A guide for Certified Instructors is also included. One set is part of your Instructor Kit, and additional sets are also available.

QTY.	PRICE
1-9	\$7.50 ea.
10+	\$7.00 ea.

Your Silent Partner in Personal Safety

Some of us work in aggressive, high-need environments where physical risk can quickly escalate.

In these situations, wearing unconcealed and obvious protective clothing does the opposite of what you want it to do – looking intimidating only heightens tensions. Having to worry about your own safety makes the entire situation more difficult and complex. That's why we've partnered with *StealthWear™* Clothing Inc., and together we're bringing you *Active Aide™* protective clothing. Light-weight, durable, and comfortable, this protective clothing option is an extra measure of safety for those of us in challenging scenarios.

Featuring modular impact-resistant *PORON XRD™* protective plates, *Active Aide™* clothing is a safety net allowing you to focus on the task at hand. Biting,

scratching, pinching, and hitting are a reality for many on a daily basis. It's incredibly difficult, but it's what many individuals deal with in order to create a culture of *Care, Welfare, Safety, and Security™*. Designed to discreetly protect, these products allow you to concentrate on alleviating behaviors without devaluing the individual in your care. *Active Aide™* clothing gives individuals in high-risk settings the confidence they need to serve in a safe and compassionate environment in which to live, learn, and thrive.

For more information and a demo video, visit cpicat.com/stealthwear

Active Aide™ Upper Body PPE Kit:

Code: STPK \$279.95

- Active Aide™ jacket (1) Available in sizes S–2XL
- Belly/back inserts (4)
- Underarm pad inserts (4)
- Active Aide™ Forearm Protectors (1 pair)
- Duffel bag (1)

Active Aide™ Forearm Protectors

Code: STFG \$59.95/pair

- Single-seam design
- Optimal protection from hits and bites
- Contoured hand and forearm pad shape
- Perfect balance between protection and mobility

Available in sizes S-2XL



Please note: CPI does not specifically advise the use of personal protective equipment as a component of its training program or with regard to its use in a care setting. That said, personal protection equipment that offers staff some level of protection from known interventions may be appropriate in some cases. The decision to use such equipment should be reviewed to ensure that it not only provides staff with a level of security but also does not create undue anxiety for the client. Also, the PPE should be used solely as a defensive measure and should not be used in an offensive manner.

Wear Your Pride

With CPI adorned clothing from Lands' End!

Pair your organization's colors with the CPI logo!

We've partnered with Lands' End to provide CPI branded clothing to both you and your participants. It's your new one-stop shop for high-quality CPI apparel. Before this partnership, CPI clothing options were limited. Now? Feel free to express yourself and energize your wardrobe with a wide variety of styles and color options – all with the CPI logo!

Everything Lands' End offers is built to last and designed to keep you comfortable and looking your

best – they're bound to become go-to garments in your closet. A new way to show off your support for CPI with a wide range of sizes and style choices for both men and women, we're positive you'll love what our new friends at Lands' End can do. From their amazing customer service to extensive clothing options, we're beyond excited about teaming up with Lands' End.

Take advantage of our new partnership with Lands' End by visiting business.landsend.com/store/cpi

LANDS'END



**Choose Your
CPI Logo**
Further customize
your wardrobe.



All the Colors of the Rainbow!

Before partnering with Lands' End, our clothing options were limited to the CPI brand colors. That changes now. Express yourself with a new wide array of color choices (updated every season) for whatever clothing option you choose! And no matter the color, the CPI logo will be there. It's a colorful new way to show your CPI support.





Training Transfer Job Aids

Code: TRCD0015 \$12.50

Practical Reminders for Real Work Settings.

Small enough to fit in a wallet, purse, or pocket, our Training Transfer Job Aids allow your participants to carry the principles of *Nonviolent Crisis Intervention*® training wherever they go. The six cards cover the following important models and concepts:

- 10 Tips for Crisis Prevention
- CPI Crisis Development ModelSM
- CPI Verbal Escalation ContinuumSM
- Setting Limits
- CPI COPING ModelSM
- Care, Welfare, Safety, and SecuritySM



Setting Limits Job Aid

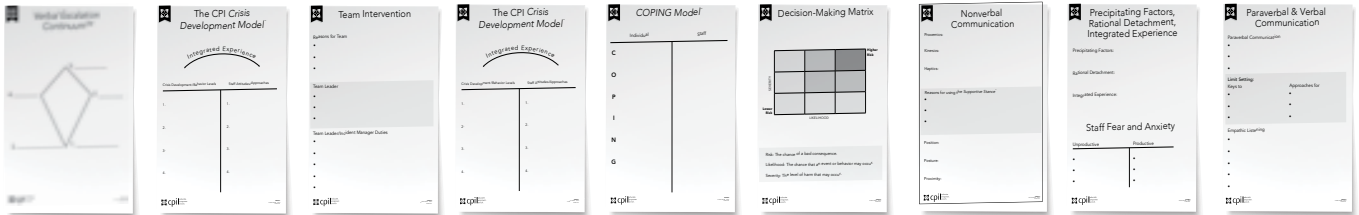
Code: TRCD0017 \$28.00 ea.

(Pack of 15)

Setting limits is an effective response to defensive behavior, and being good at setting limits is a skill that requires practice. The Setting Limits Job Aid offers examples of good limit setting to help staff develop this important skill.

Laminated Teaching Tools

There's no better way to ensure your participants record key information than to demonstrate note-taking. These 24 x 36 laminated teaching tools are enlarged sections of the *Nonviolent Crisis Intervention*® Foundation Course Workbook. They mount on any surface, offer you plenty of space to write on, and wipe clean so you can use them again and again. Order the entire set to cover all key concepts. Don't forget the carrying tube for easy transport.



All Nine Tools With Carrying Tube

Code: PKGS0699 \$200.00



Featuring nine teaching tools covering key program concepts and a carrying tube, this package includes everything you need to help your participants retain information better. Easy to write on and clean, and mountable on any surface, these reusable laminated teaching tools make training your staff easier.



10 Tips for Crisis Prevention Job Aid

Code: TRCD0016 \$28.00 ea.

(Pack of 15)

CPI's 10 Tips for Crisis Prevention are at the core of *Nonviolent Crisis Intervention*® training. This Job Aid serves as a quick review and offers staff examples of how to apply these strategies to their everyday challenges.



Situational Role-Play Handbook

Code: ROLE0002 \$19.50 ea.

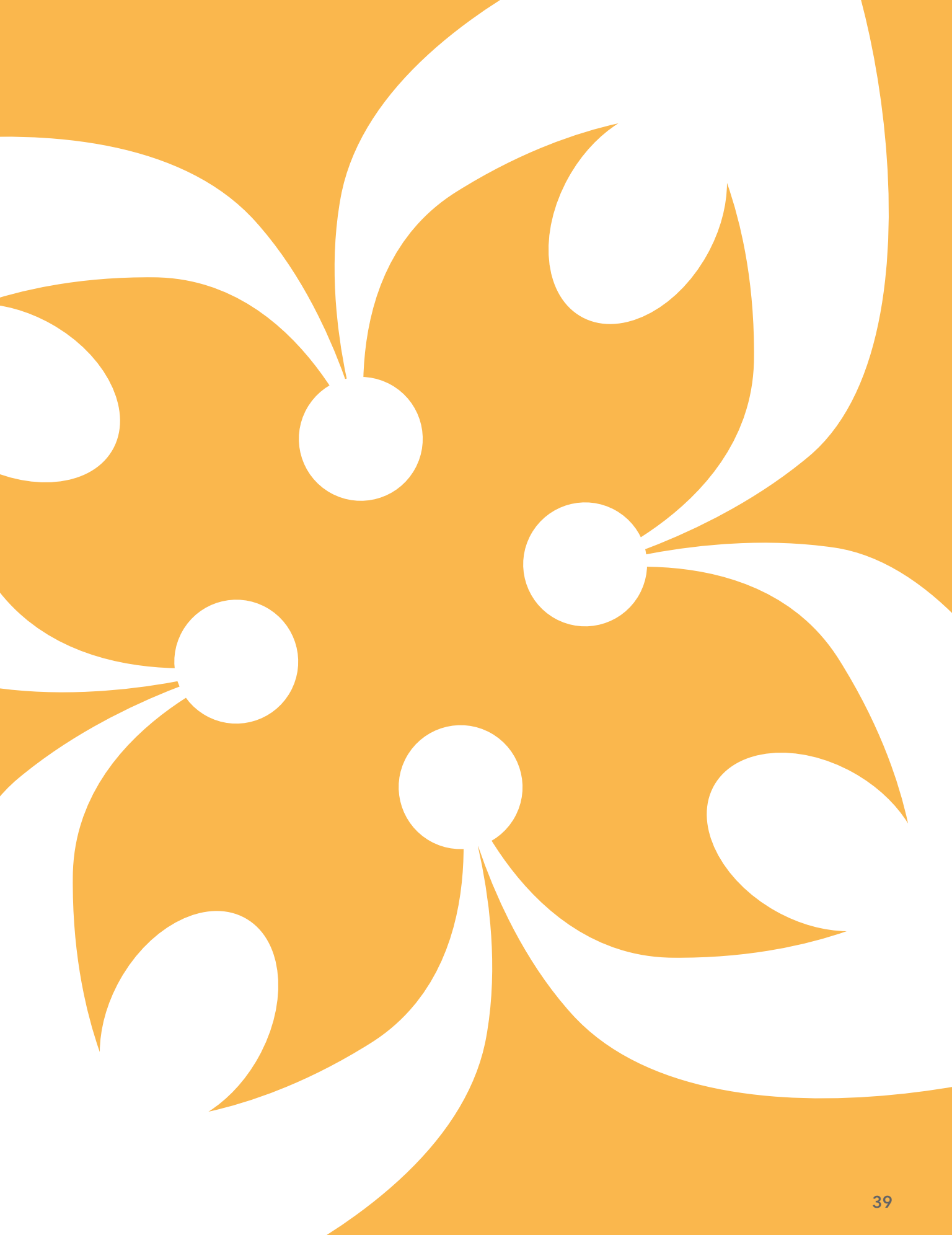
Educators' Code: ROLE0001 \$19.50 ea.

Incorporating situational role-plays into your trainings has never been easier – all you need is this unique handbook!

This ready-to-use handbook contains eight different scenarios, master cards to assist teaching, individual tear-out cards, ideas for developing new role-plays, and guidelines for debriefing.

Prevention Connection

Learn about the latest in CPI happenings—from important updates and helpful tips to stories of fellow Certified Instructors.



The New CPI Website

Easier to use any way you access it.

The newly redesigned and responsive CPI website is here! Designed to work seamlessly on any device – from your smartphone to tablet to desktop computer – our new website makes it easier for you to find helpful content and resources, manage your Instructor account, and document your training.

A Website Built for You

We're always working to make it easier for you to work with us – that's why we welcome your feedback! Please email your thoughts to info@crisisprevention.com or participate in a feedback survey located on the right side of every page on our website.

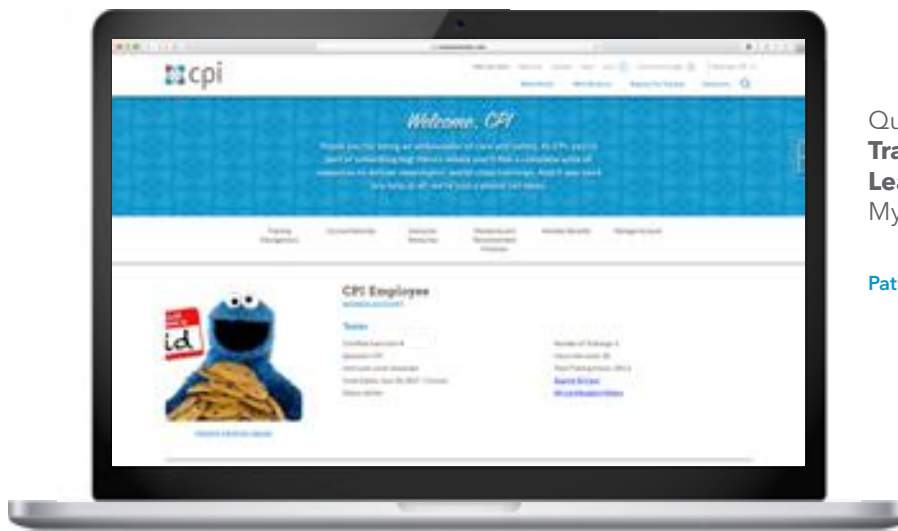
Thank you for everything you do! We'll be here supporting you in every way we can to help you keep bringing positive change to your organization and the ones in your care. Enjoy the new website!

Improved User Experience

The new homepage for your Instructor account is the **My Account** dashboard. This is where you can view your Certified Instructor level and number, amount of trainings completed, cycle dates, and more!

Navigating the New Site

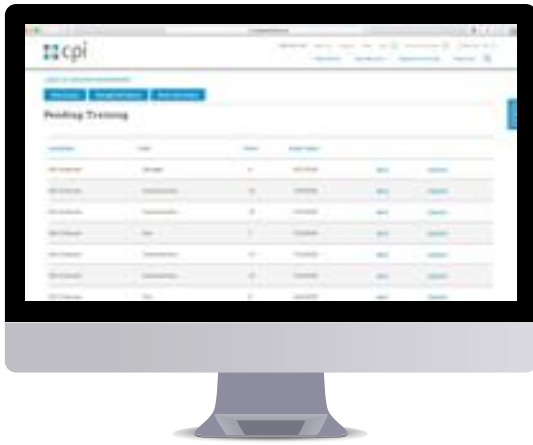
Same destination: www.crisisprevention.com



Quick links to **Document Training** and the **Online Learning Center** are on the My Account dashboard as well.

Path: [Homepage](#) > [My Account](#)

☆ Find something you love on our new website and don't want to forget where it is? Now you can bookmark your favorite pages to quickly access them later. Click the star in the upper right menu to save your current page as a favorite. View it later by heading to the **My Account** section.



Document training with an updated mobile-friendly look.

Path: [Homepage](#) > [My Account](#) > [Training Management](#) > [Document Training](#)



Manage your account, change your password, and update your billing address.

Path: [Homepage](#) > [My Account](#) > [Manage Account](#)



Purchase materials for your next training with a redesigned shopping experience.

Path: [Homepage](#) > [Shop](#)



Find and register for a training event.

Path: [Homepage](#) > [Register for Training](#)



Check out Course Materials in the My Account section for Instructor Guides, Electronic Presentations, and other training materials.

Path: [Homepage](#) > [My Account](#) > [Course Materials](#)

Designed for the Future

Our new online learning platform, available now.

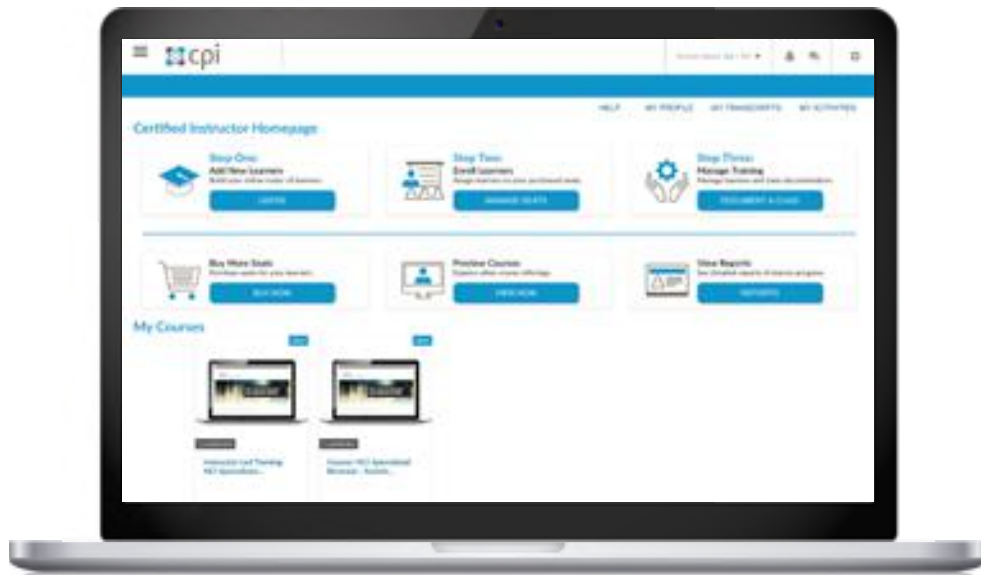
The recent launch of our new online learning platform has been a big change for everybody – but with change comes great new experiences and opportunities. Built with the needs of you and your learners in mind, this new online learning platform will improve how you manage courses and learners.

Feedback from Certified Instructors like you helped guide the development of this new system.

That's why we've made it easier to add multiple learners, track learner progress, and communicate with learners. Going forward, this new online learning platform allows us to regularly expand and refresh our course offerings. It's designed to grow with you through future updates, giving you the latest and greatest in violence prevention training.

Get set up for success

Same destination: cpilearning.com



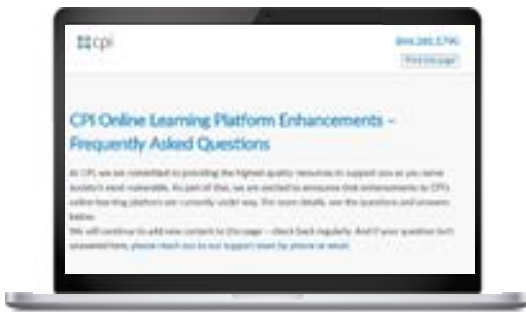
New Navigation

At your Certified Instructor homepage, you can easily enroll learners, manage class documentation, purchase more seats, explore other course offerings, or view learner progress reports.



Adding Learners

Depending on your needs, you'll have the option of either individually adding learners or through a bulk process. Adding multiple learners in bulk is more advanced, but it enables you to add a large batch of learners in one upload.



Self-Help Resources

Covering a variety of topics and issues, we've created both a self-help FAQ and a more detailed how-to guide so you can get answers whenever you need assistance. The how-to guide features thorough and specific instructions on how to leverage the online learning platform's new tools and options. If you're a more visual learner, video tutorials are available as well.

cpicat.com/FAQ

cpicat.com/howtoguide

Does the New Online Learning Platform Affect You?

This shift to a new online learning platform affects anyone who uses CPI's online and blended learning. This includes Certified Instructors and learners of blended and online learning.

Technology Requirements

CPI's new online learning platform works best on Google Chrome and Firefox. When taking online courses, ensure your browser has enabled pop-ups as these courses open in a new window.

Embrace Other Certified Instructors

Remember, the Yammer Instructor Community is always available for you if you have questions or have tips to share. It's always worth reaching out to other like-minded Certified Instructors if an issue arises!

Dedicated Support

As always, CPI's live customer support is available to support Certified Instructors who have additional questions. Call us at 877.877.5390.

Your Feedback Is Invaluable

Moving forward, we want to continue supporting you in the most effective and efficient ways possible. Transitioning to a new online learning platform has been a challenge, but your help has been instrumental throughout the entire process. Please send your feedback to info@crisisprevention.com. Thank you!



Blended or Classroom. Your Training. Your Way.

It's your choice how to deliver the same *Nonviolent Crisis Intervention*® Foundation training you know and love.

A Path for Everyone

As we've continued to receive feedback and suggestions about how to evolve training options, we've responded by creating different delivery options. When you choose to bring the *Nonviolent Crisis Intervention*® Foundation Course to your organization, you'll have a say in how to deliver it – either through the classroom or blended delivery options. It's up to you to decide which path would best benefit your staff and organization. As a Certified Instructor, you can deliver more effective and efficient training when you're able to better customize and tailor it to you and your organization's needs. A better fit makes for better training.

Blended: The Best of Both Worlds

If you head down the blended delivery option path, you'll find the same base knowledge, content, and outcomes of *Nonviolent Crisis Intervention*® training as the classroom delivery option. It's more a question of whether it's right for you. This path features a strategic blend of online and classroom learning to train effectively and efficiently. Learners independently complete coursework online prior to attending the Instructor-led classroom portion to complete the program. For organizations with multiple facilities, numerous staff shifts, and other

time and budget constraints, blended training is a perfect opportunity to achieve success in implementation of *Nonviolent Crisis Intervention*® training.

Classroom: Face to Face

For some, blended learning is the most appropriate option, but for others a traditional classroom-based approach might be better. Our classroom delivery option has worked for more than 35 years, and it's not going to go away – it's just as powerful and relevant now as it was back when we created it. By maximizing in-person interaction between you as the Certified Instructor and your staff, classroom training allows you more opportunity to address specific and relevant topics earlier and establish authentic dialogs with learners. It's here to stay.

Customized for Better Outcomes

By targeting the needs of your organization and aligning them with our offerings, there's a greater chance for your training to become ingrained and second nature. When it comes to training, the more choices and options for you and your organization, the better. Effectiveness and efficiency don't look the same at every organization – that's why we offer both the blended and classroom delivery options.

Let Blended Learning Work for You



FLEXIBILITY

Customize training to best fit the needs of your organization and staff, building their confidence and competence.



CONVENIENCE

The online portion gives participants the opportunity to learn in an environment they prefer – like their own home or a local coffee shop – and start and stop as needed. This requires less time for the in-class portion.



EFFICIENCY

It's difficult to pull staff off the job and replace them during training. With blended learning, you save time and effort because learners choose the time, pace, and place for the first part of training.



FRONTLOADING LEARNING

Nonviolent Crisis Intervention® training with blended learning gives you the time needed to cover everything effectively because participants enter classroom training with the same knowledge – allowing time to strengthen understanding and application of intervention skills.



FIDELITY

Establish a common language by delivering the same strong foundational knowledge to all participants, creating consistency, which minimizes training drift and allows Instructors to deliver more relevant classroom training.

Blended Learning Q&A: Questions and answers to help you get the most from our blended delivery option.

Is blended learning effective?

Yes! *Nonviolent Crisis Intervention*® training through our blending learning delivery option gives participants an opportunity to familiarize themselves with content and concepts before ever setting foot in the classroom, giving you space to focus on aspects of training that might be more beneficial for your staff.

Where can I take the online portion?

You can access CPI online content anywhere you can use a computer. We recommend performing the online portion in the comfiest place you can think of.

Can blended learning save time or money?

Cost savings may be realized for replacement staff, pay stipends, shift differentials, etc.

When can I use blended learning?

When either you or your participants are training with our blended learning delivery option, it doesn't matter what time it is. If you're a night owl or an early bird, you just need to log on and start the online portion.

Do I have to train my staff using blended learning if I was certified or renewed with it?

No. Blended learning may be appropriate for some staff, but the traditional classroom-based approach may be more appropriate for others. It's up to you how to train at your organization.


Is the blended learning delivery option right for my organization?

Blended learning delivers the same base knowledge, content, and outcomes of traditional training – it's a question of whether it's right for you. For organizations with multiple facilities, numerous staff shifts, and other time and budget constraints, blended learning is a perfect opportunity to achieve success in implementation of *Nonviolent Crisis Intervention*® training.




Support When and Where You Need It


When you completed the *Nonviolent Crisis Intervention*® Instructor Certification Program, you became part of the CPI Instructor Association – a family of 31,000 like-minded professionals promoting *Care, Welfare, Safety, and Security*SM.

 **The online Instructor Community.** Like a family, we work together to share insights and experiences for the betterment of all. With our CPI Instructor Community, hosted on Yammer, troubleshooting challenges, solving problems, and finding inspiration through shared success stories is only a click away. To join the conversation, sign in to your My Account at crisisprevention.com, scroll down and click on the Instructor Community link, and follow the on-screen prompts.

 **Help Is Only a Phone Call Away**
When you call us looking for a professional consultation, a real person will answer. Every time. No phone answering mazes here or dialing zero over and over to get to a representative. Just a friendly CPI team member who is ready, willing, and able to help you with whatever you need. Go ahead and give it a try. You won't be disappointed. Call 877.877.5390.

 **CPI Content on the Go**
Whenever you need to jog your memory, open up the free CPI mobile app – featuring 24/7 access to core

content. It's like having one of us in your pocket. Plus, it's available for both Apple® and Android™ smartphones. For more information, visit cpicat.com/app

 **A Wealth of Benefits**
We're committed to providing you a wealth of benefits so you can stay current with best practices, connect with other professionals, and receive up-to-date information about new training resources and requirements. There's a whole lot here to empower you – exclusive online learning resources like webinars and tutorials, subscriptions to our journal, printed and online newsletters, our mobile app, refresher tools, and trainings. There's so much available for you to take advantage of, and if you ever have any questions, give us a call.

On the phone, online, and on the go, your membership includes access to professional consultation with our winning team so you'll find a helping hand when you need one.

For a complete benefit list, visit cpicat.com/benefits



Refresh Anywhere, Anytime

The CPI Take Five – the quick and accessible way to refresh content.

At CPI, we recommend facilitating formal refreshers every 6 to 12 months to explore concepts in greater detail with staff. But what if certain staff members need further guidance around a specific concept or maybe an incident reveals a gap in understanding for a few employees? Then it's time to Take Five.

CPI's Take Five refreshes content with small, digestible learning topics that are available on demand – in a nutshell, it's training on the go. Optimized and designed for mobile phones and accessible through the free CPI App, Take Five is the perfect way to reinforce course content and review core training concepts. Each learning takes roughly three to five minutes to finish so participants can revisit topics while at work or waiting at the bus stop – everything is self-guided with no in-class time.

Current Take Five Offerings

- Setting Limits: Avoiding Power Struggles
- Rational Detachment: Choosing a Rational Response
- Rational Detachment: Choosing a Rational Response, Part 2
- Nonverbal Communication: Developing Awareness
- Postvention: The *COPING Mode*SM

If members of your staff have received their Blue Card™ and taken part in a formal refresher course, they're set to Take Five! Filled with unique content created just for the program, each learning topic is fresh and provides a new perspective on training. Next time your staff needs a little boost in training, just remember to Take Five.

For more information about the CPI App, visit cpicat.com/app





2019 CPI Instr

Scottsdale, Arizona July 14-19, 2019



Inspiration in the Desert

Start making your plans for the 2019 CPI Instructors' Conference – a transformative and inspirational event taking place alongside the natural beauty of the Grand Canyon State! Empowering you to become an even better Certified Instructor, this year's Conference will leverage both formal and informal learning strategies to bring the best possible outcomes to your organization.

New for 2019!

Thanks to your feedback, we're flipping around the schedule for Conference week and adding a motivational speaker! This year's event will start with a kick-off event Sunday evening, followed by two days of general and breakout sessions on Monday and Tuesday. Olympic medalist and best-selling author Bonnie St. John will close out the Conference portion with a dynamic keynote. Afterwards, you'll have the opportunity to finish the week with a renewal or Instructor Certification program.

"Conferences continue to improve, enrich, and evolve not only my teaching skills, but also my thought process surrounding the core principles and leading those into outcomes."

- Victoria Kim

Senior Level Certified Instructor

Instructors' Conference



Unifying Like-Minded People

If you've been to a CPI Instructors' Conference before, you know how exciting connecting with other Instructors face-to-face is. Haven't been to one yet? Register to meet, learn, and network with other professionals who do great work like you do. You'll leave Conference energized to deliver the best *Care, Welfare, Safety, and Security*SM to both your staff and the ones you serve.

Keynote Speaker

Bonnie St. John

Bonnie St. John is the first African American ski racer to win medals in Winter Paralympic competition and is the author of *Micro-Resilience: Minor Shifts for Major Boosts in Focus, Drive, and Energy*.

"I was ahead in the slalom. But in the second run, everyone fell on a dangerous spot. I was beaten by a woman that got up faster than I did. I learned that people fall down, winners get up, and gold medal winners just get up faster."



Join us under Arizona's boundless stars and skies and make a positive impact for everybody in your care.

Registration is open; space is limited!

Reserve your spot, find out more about conference training options, and stay up to date at cpicat.com/conference





Fueling Continuous Learning

Formal refreshers are a key component of a well-developed ongoing training process.

Avoiding training drift

Over time, it's easy for an individual's competency in verbal de-escalation and physical intervention to slip away a bit – we call this training drift.

Think of training drift like exercise – you become stronger through repetition and practice. If you stop working out, your muscles lose their strength. Your brain works the same way. By employing refreshers as a part of your organization's training process, your staff get an opportunity to flex their brain muscles while gaining confidence. Dr. Sally Gillam, Chief Nursing Officer at St. David's South Austin Medical Center in Texas, spoke with us on how consistent staff training resulted in a reduction in crisis situations at her facility. Listen to the full conversation at

cpicat.com/trainingpodcast

Ongoing training, fit for you

That's why we developed our refresher trainings – designed to give you the opportunity to revisit and expand upon core concepts through practical application and help ensure the skills and strategies learned in the *Nonviolent Crisis Intervention*® program are maintained and cultivated. Building upon the foundations of *Nonviolent Crisis Intervention*® training, refreshers help keep training fresh, stimulating, and interesting. Plus, refreshers are flexible – feel free to adapt them to the needs of your staff and organization.

Refreshers are a key component of training and build upon the foundations of Nonviolent Crisis Intervention® training.

“The heightened awareness raised during refresher sessions with staff has provided them with the renewed confidence in recognizing and managing escalating behaviors, then applying appropriate interventions.”

Renee Leger

City of Ottawa

Increasing confidence

Making knowledge and skills stick, refreshers help recover lost confidence so staff can identify and defuse challenging and disruptive behavior. The more opportunities for a little memory boost, the better. That’s also why we use learning theory to help structure how we design instruction. Achieving a positive and lasting effect demands ongoing training. For all of us.

Branch out

Dig deeper into a variety of topics such as bullying behaviors, verbal intervention, limit setting, staff communication, and challenging workplace behaviors with CPI’s refreshers, microlearnings, and webinars. There’s so much awesome and important content now available that continuing training can be both thought-provoking and engaging.

Stronger together

Promoting decision making in interventions rooted in our program’s core philosophy of *Care, Welfare, Safety, and SecuritySM*, refreshers and our other training tools assist you and your staff in confidently and effectively bringing your training to life – it helps bridge the gap from hypothetical to reality. Providing you with implementation options and flexibility, training tools like refreshers and webinars exemplify practices that maximize the effectiveness of strategies taught in the *Nonviolent Crisis Intervention[®]* program.

How often?

We’re frequently asked how often we think you should teach refreshers. We recommend every 6 to 12 months (local legislation and regulations in your area might differ). Plus, refreshers only take a few hours. And if you’ve never taught a refresher, now’s the time to start! All refreshers come with comprehensive step-by-step facilitation tips that walk you through the process. But if you do run into issues, CPI’s training team is only a phone call away.

To learn more about refreshers, see **page 24**.







From Reactive to Proactive

At the Marion County School District, disruptive behaviors were a continuing problem – comprehensive crisis prevention training was their proactive solution to turn things around.



With restraint and seclusion use above the Florida state average (three and ten times, respectively), Marion County Public Schools needed to act fast to keep everybody, from students to faculty, safe.

The District recognized that they had to create a more productive environment for their students and faculty. Their decision? To establish comprehensive, district-wide crisis prevention training.

But they knew the task ahead of them was intimidating. After all, the Marion County School District has 6,000 staff members across 52 campuses – implementing a training program would be no small feat. That’s why they reached out to CPI, to find a partner in safety that could deploy a plan to help reduce restraint and seclusion use.

To manage the implementation of this initiative, the Marion County School District appointed one of their

incredibly skilled ESE Coordinators, Cori Boney. A Certified Instructor since 2009 with over a decade of experience in special education, teaching, and leadership roles across multiple organizations, Boney had the knowledge, and the know-how, to lead an ambitious effort like this.

“We needed to make changes for students. We were being very reactive instead of proactive. We recognized we needed to make changes and do things in a better way to keep students safe and staff,” Boney said. “We wanted to find something that would address the mindshift change we needed to make.”

The Marion County School District needed a shift in staff approach and empathy – a true culture change – toward understanding how faculty attitudes affect student temperament (and vice versa) and the principles of verbal de-escalation. Simply put, they needed *Nonviolent Crisis Intervention*® training.

Reduced restraints by

75%

Reduced seclusions by

90%

Implementing a crisis prevention training program starts with teamwork

Our dedicated team worked closely with Boney to discover how CPI training could look and function throughout every facility in the Marion County School District. Through our discovery process, it was clear Boney needed a tailored implementation plan to help achieve the Marion County School District's goals.

"CPI came and met with us, the principals, assistant principals, and deans, because they were the heart of the crisis teams," Boney said. "We wanted them to be excited and pumped about this change and understand why we needed this change."

A custom training plan, based on the school district's needs and situation, was designed through a joint, collaborative effort. Goal dates were set for when Certified Instructors would need to be trained and for when the rest of the organization's staff would need to be trained (the true bulk of this undertaking). Further determining their needs, CPI had to understand the various risk levels their staff members experience and what kind of delivery method would work best for them. Boney became like a true colleague to the team here at CPI, partnering with us throughout the entire process to discover what training could look like at Marion County schools.

"That constant communication is definitely the key. Any time a problem started to pop up, [CPI] was right there to help me come up with a plan to solve it and work through it. Because two heads are definitely better than one when you're trying to do a rollout as massive as this was," Boney explained.

To establish a common language of prevention throughout the Marion County School District, Boney knew she had to train everyone – from janitors to bus drivers to the superintendent – and she understood some of those employees faced far more precarious situations than others.

"We recognized that some staff needed more intensive training more than others based on their position and the amount of interaction they have with physically aggressive students," Boney said regarding the differing types of training available. "We wanted every person to have the opportunity to have the vocabulary and knowledge about CPI models but recognized some wouldn't need the physical aggression piece."

With a clearer picture of the school district, it was time to move forward. Fitting Marion County schools with the proper training programs and training delivery methods would be a challenge, but Boney and her team were ready to take it on.



"It's a 50-50. 50% of what the student does, and 50% of what I do, they affect each other."



Michael Hickman

Student Services Manager,
Emerald Shores Elementary on the Integrated Experience



"CPI has allowed all teachers to speak a common language across the board. It provides them with the strategies necessarily to effectively to defuse any situation before it gets out of hand."



Kathleen McPaddenlicht

Student Services Manager,
Dunnellon Elementary on a Holistic Training Solution



"It allows and encourages the teachers to build positive relationships with their students, which helps them to recognize any potential issue before it gets to my office."



Bethany Crawford

Student Services Manager/Activities Director,
Forest High School on Blended Learning





Marion County Public Schools

Developing Successful Citizens --
Every Student, Every Day



"We started out our process by having a Certified Instructor at every school site so that [faculty] had a resource to rely on as problems arose on campus; they would have that problem solver available," Boney explained. Every campus also had a crisis team trained to deal with situations where verbal de-escalation might not be enough – this team would be ready to intervene.

"From there, we opened the [online modules of the blended *Nonviolent Crisis Intervention*® training program] to every staff member, so every person could have that common vocabulary and language when talking about behavior and making decisions related to behavior."

Most employees were trained with the online portion of the *Nonviolent Crisis Intervention*® training program, providing them with an effective framework for early de-escalation and situation awareness. However, until you're in the process of engaging and training every employee, especially such a large and diverse group of them, it's hard to pinpoint where room for improvement might exist – rolling out training quickly revealed opportunities for further success.

Some teachers taught in classrooms with more aggressive students and needed additional training to best support those behaviors. Others simply needed more face-to-face training to improve comprehension. Through honest and vigilant evaluation, changes are being made to continue improving upon training – to keep moving forward by staying proactive and not reactive.

By 2018, 100% of the 6,000 staff members in the Marion County School District experienced some level of *Nonviolent Crisis Intervention*® training (utilizing a mix of blended, classroom, and online training).

A forward-looking approach

While some staff members pushed back during early trainings due to misconceptions and misunderstandings, positive feedback began rolling in once training spread throughout the organization. Some staff said it helped them at both school and home. Others said it was changing the school's culture. Effectively and quickly, CPI training created measurable results faster than anyone imagined.

The early results so far show that they have decreased restraint rates by 75% and reduced seclusions by 90%.

"Better results than I could have expected in one year," Boney said. "We are so excited about these results." Other school districts are already contacting them asking how they did it.

Thinking proactively, Boney says there is always room to improve. As Marion County schools have a population of individuals on the autism spectrum, they've begun using CPI's specialized ASD renewal to train specific faculty members to deal with the unique needs of those students. They're looking to also increase the amount of staff members receiving classroom training

alongside online training by over 500 people (and then adding another 500 people the year after that). Looking forward, they plan to track relevant data points and follow industry trends as a part of their ongoing training process. And they won't be alone – CPI will be here to continue supporting their amazing efforts.

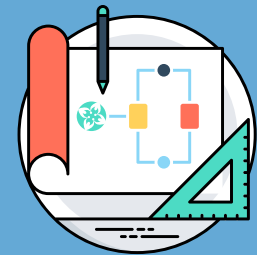
Proof of a truly holistic approach to crisis prevention, Marion County public schools are evidence that proactively equipping everyone on staff with the skills and confidence to recognize and respond to disruptive behaviors is key. By unifying your organization with a common language of shared values, you make everybody safer.

"Communication was crucial. Marion County is a district in central Florida the size of Rhode Island so getting [training] to all those people, communication was huge." Boney explained that they had obstacles to overcome, but "anytime I reached out to CPI, they were very timely to getting back with answers to make sure we were able to support our staff.

"This was a true partnership from the beginning."

Putting the Plan Into Action

1. Together with CPI, create plan.
2. Communicate plan to organization.
3. Get Certified Instructors trained.
4. Roll out to 6,000 staff members.
5. Evaluate and improve.



Want to create results like these?

Call **877.877.5389** and talk with your training coordinator today.

Coordination Matters



Safer and More Productive Workplaces Through Inclusive Violence Prevention Training

For Certified Instructors working in health care, we've been listening!

As we continue to research, iterate, and design training programs with your feedback and support, we've been seeing incredibly positive results from organizations adopting truly holistic approaches to training. They're choosing to make sure every employee, from nurses and secretaries to directors of security, is trained in the language of CPI. It's a bold idea that might seem daunting.

Because a crisis can happen anywhere and involve anyone, everyone on staff needs to know how to handle potentially violent situations. Equipping everyone with the skills and confidence to recognize and respond to disruptive behaviors is the key to an inclusive and coordinated workplace violence safety program – unifying your organization with a common language of shared values.

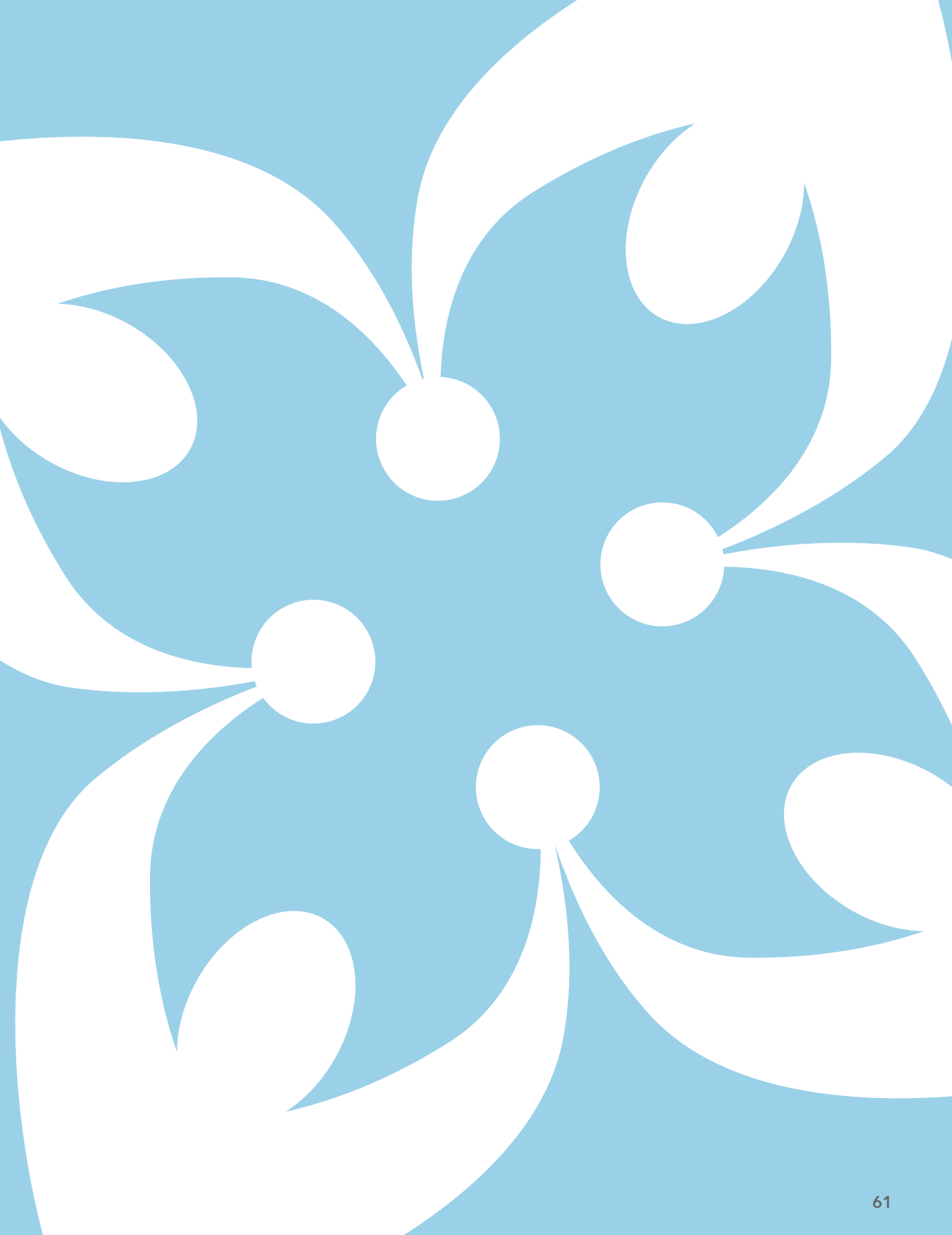
We've been hearing from you about the outstanding results that are emerging from rolling out organization-wide training initiatives. It's downright inspiring. Flip back to page 54 to discover how one organization saw the opportunity to train everyone, collaborated with us, and achieved positive outcomes.

We have the right time-tested training solutions, for all levels of risk, to become the foundation of your workplace violence prevention plan. Through a collaborative discovery and design process, we'll figure out how to help implement the right training plan for your organizational needs and structure. By working together with us to train your entire staff, you can empower everyone at your organization to effectively de-escalate crises and establish a true culture of care – making staff safer and helping avoid burnout, turnover, and workers' compensation losses.

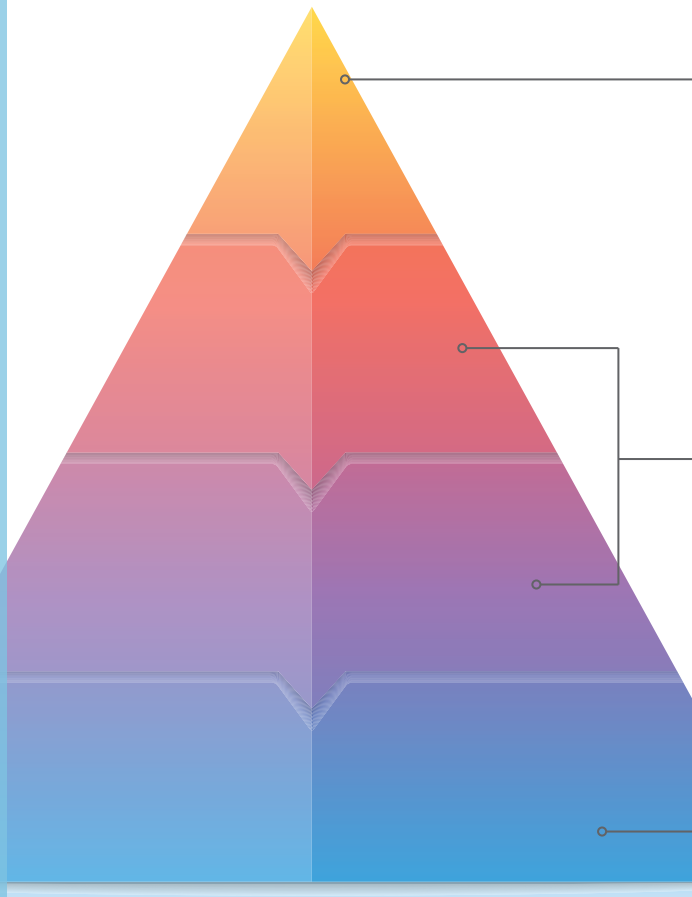


A handwritten signature in black ink that reads "Susan Driscoll".

Susan Driscoll
President, CPI



A Truly Holistic Training Solution



HIGHEST LEVEL RISK
 Intervene in Extreme Situations


Recommended Training for Highest Risk Employees:
Nonviolent Crisis Intervention® Foundation Course With Advanced Physical Skills
 With a strong focus on how to safely respond to higher-risk situations, this intensive training program expands on the *Nonviolent Crisis Intervention®* Foundation Course's core principles with additional considerations, strategies, and skills for physical interventions.

HIGH + MEDIUM LEVEL RISK
 Ready to Intervene

Recommended Training for Medium Risk Employees:
Nonviolent Crisis Intervention® Foundation Course
 Our cornerstone program, the *Nonviolent Crisis Intervention®* Foundation Course teaches the practical skills and strategies needed for assessing, managing, and responding to risk behavior through both verbal de-escalation and physical intervention techniques.

LOW LEVEL RISK
 Call for Assistance

Recommended Training for Lower Risk Employees:
CPI Prevention First
 Leveraging concepts from the *Nonviolent Crisis Intervention®* Foundation Course, CPI Prevention First is a cost-effective and streamlined online course providing low-level risk health care employees with an effective framework for early de-escalation and situation assessment.



Partners in Safety

Implementing a workplace violence prevention training program starts here. Contact us and discover how CPI training can look and function at your organization, ultimately helping you ensure the safety of every employee and individual under your watch.

01 Discovery
 We start by getting to know you – asking questions about your goals, budget issues, policies, and procedures – to better understand your organization's needs.

02 Design
 After getting to know you, a full team from CPI creates a custom plan based on your organization's specific needs and situation – setting you up for success from the get-go.

03 Implementation
 As your partner in safety, we help you implement a coordinated workplace violence prevention plan at your organization with free on-call support when you need it.

Interested in learning what a coordinated workplace violence prevention program could look like for your organization? Call 877.877.5389 and talk with your training coordinator today to get started.



A Universal Language of Safety

Preventing workplace violence by expanding training

For nearly 40 years, *Nonviolent Crisis Intervention*® training has supported better outcomes for employees, patients, and visitors in human service and health care facilities. While it's been primarily taught to key staff in areas dealing with heightened risks, the reality is that a crisis can happen anywhere in your facility. That's why it's time to expand staff access to violence prevention training with CPI Prevention First, an accessible and

affordable online course that helps protect every corner of your organization. This introductory training option deepens your staff's awareness of risk and helps unify your entire organization by establishing a common language informed by shared values.

A true culture of safety means everyone on staff has the skills to proactively address workplace violence – with CPI Prevention First, no one is left behind.



CPI Prevention First



Online Delivery

SKU: AWHE1001

CPI Prevention First is a five-part online-only course specifically designed for general health care staff.

It combines practical de-escalation strategies with common-sense language, enabling staff across your entire facility to stay safer by knowing exactly when and how to call for additional support from others. Realistic, high-quality video-based activities give participants a first-hand view into risk behaviors, how they look, and how to respond to them. An important element in a comprehensive organization-wide training plan, this online course bridges the gap between support staff who can recognize early signs of violent behavior with those who respond to higher-risk situations.

QTY.	PRICE
1-500	\$15.00 ea.
501-999	\$12.00 ea.
1000+	\$9.00 ea.



CPI Word Search

You've reached the end of the Catalog. Congratulations! Now you can kick back, relax, and refresh your knowledge of CPI-related terms. Enjoy!

After completing this word search, take a picture and upload it to the Instructor Community with the hashtag #cpicat. Not in the Instructor Community yet? Turn to page 20 of the Catalog to find out how to join. One winner will be drawn at random to win a \$50 Starbucks gift card!

The winner will be drawn on or before June 1, 2019 and be notified via email.

W	L	U	P	A	U	T	O	M	E	P	I	A	E	T
I	C	S	N	X	Q	S	S	E	L	N	A	H	P	U
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C	M	A	O	U	J	C	S	D	R	F	S	L	D	G
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R	E	F	R	E	S	H	E	R	B	H	T	A	Z	Q



Communication

Debrief

De-escalation

Disengagement

eLearning

Fear

Orient

Questioning

Rapport

Refresher

Risk

Security



Bring CPI Training Straight to You!

Hosting Training Programs

Looking to maximize your training budget while also getting customized training for your staff? By hosting an event at your organization, you'll be able to tailor training to your needs, save on travel costs, and enjoy a greater amount of scheduling flexibility. Simply put, it's a win-win for you.

Whether for *Nonviolent Crisis Intervention*® program renewal, Instructor certification, or other courses, we're here to help coordinate everything for you. Give us a call at our toll-free number, 877.877.5389, to set up a program at your facility.

Customization Tailor the training.

Your organization's needs are different than your neighboring organizations' needs. By working with our training coordinators, we get to know what's going on at your organization. That way, the Global Professional Instructor can tailor the course scenarios and examples to solve the unique needs and specific challenges of your organization.

Convenience Enjoy greater flexibility.

Give staff the skills they need to meet their tough everyday challenges without ever leaving the building. We know you're busy. Our flexible hosting options allow us to deliver training on your schedule, at the time and place most convenient for your staff.

Cost Maximize your budget.

Eliminate the cost of staff travel and lodging for specific work groups or departments. Plus, if staff complete CPI's Instructor Certification Program, you will have the resources in place to deliver ongoing future training throughout your organization.



Trust Our Team of Training Coordinators!

Call us toll-free at 877.877.5389 to set up a program at your school or facility.

Upcoming *Nonviolent Crisis Intervention*® Programs

For current dates and locations visit: cpicat.com/programs



Hotel information will be sent with your program confirmation, or call CPI at 877.877.5390.

Cancellation Policy:

We understand that circumstances may arise that require you to cancel. Registrations canceled 15 or more days prior to the program start date are fully refundable, transferable to another individual, or transferable to a program at a later date. Registrations that are canceled within 14 days of the program start date are nonrefundable; however, a substitute can be sent to that program or the

registration can be transferred to another CPI program conducted within four months of the original program date for a \$35 administrative fee. If you do not attend, you are responsible for the full program fee.

CPI reserves the right to cancel a program. In the event of program cancellation, CPI's responsibility will be limited to a refund of the program fees.

Contact CPI

Call CPI toll-free:

877.877.5390 (US or Canada)

888.758.6048 TTY (Deaf, hard of hearing, or speech impaired)
M–F 7:30 a.m. to 6:00 p.m. (CT)



Fax your order with billing information to:

414.979.7098 any hour of the day.



Mail the Order Form with billing information to:

CPI
10850 W. Park Place, Suite 600
Milwaukee, WI 53224



Register or order resources online:

crisisprevention.com

Sales Tax

US Sales Tax (products only): For the following states, please remit appropriate sales tax:

AL, AZ, CA, CO, CT, DE, FL, GA, HI, IL, IN, KY, LA, MA, MD, MI, MN, MO, NC, NE, NJ, NM, NY, OH, OK, PA, SC, SD, TN, TX, VA, WA, WI, and WV. **Canadian sales tax now applies.**

Shipping and Handling Information



Prices now include standard shipping within the continental US and Canada.

CPI's Customer Care Guarantee: If you are not completely satisfied with your purchase, you may return it for a full refund within 45 days of receipt. All returns must be in resalable condition. Shipping and handling charges are not refundable. To initiate a return, please call our office at 877.877.5390 to obtain a Return Goods Authorization Form, which must accompany all returns.

CPI ORDER FORM

1. Please complete your "Ship To" and "Bill To" information.

Ship To:

Instructor Name _____ I.D. # _____
 Email _____
 Ship to Attn: _____
 Facility _____
 Address (No PO Boxes) _____
 City _____
 State _____ Zip _____
 Phone _____ Contact Person _____






Bill To:

Instructor Name _____ I.D. # _____
 Email _____
 Bill to Attn: _____
 Facility _____
 Address _____
 City _____
 State _____ Zip _____
 Phone _____ Contact Person _____

2. Please list program participants and indicate the program you would like to attend.

Nonviolent Crisis Intervention® Programs		Additional Courses			
Instructor Certification Program: \$3,249 Renewal Options (if certified after 7/19/15): \$989 -One-Day Renewal Program (Blended Delivery) -Two-Day Renewal Program (Classroom Delivery) Recertification (all four days): \$3,249		Four-Day Blended NCI™ Advanced Physical Skills Instructor Certification Program: \$4,295 Four-Day Blended NCI™ Advanced Physical Skills Recertification: \$4,295 Four-Day Blended NCI™ Advanced Physical Skills Renewal: \$3,249 Five-Day Classroom NCI™ Advanced Physical Skills Instructor Certification Program: \$4,295 Five-Day Classroom NCI™ Advanced Physical Skills Recertification: \$4,295 Five-Day Classroom NCI™ Advanced Physical Skills Renewal: \$3,249 NCI™ Specialized Renewal: Autism Spectrum Disorder: \$2,995			
Participant Name	Participant Title	Program Title	Program City	Program Dates	Program Fee
Visit cpicat.com/programs for program dates and locations. Call for hotel information; otherwise it will be sent with confirmation.					Program Total

3. Please list the products and training supplies we can provide for you.

Code	Item Description	Quantity	Unit Price	Extended Price
<input type="checkbox"/> Purchase Order Enclosed PO # _____ <input type="checkbox"/> Check Enclosed Check # _____ <input type="checkbox"/> Bill My Organization (I am authorized to purchase.) <input type="checkbox"/> Credit Card <input type="checkbox"/> Personal <input type="checkbox"/> Corporate				Products Total (from step 3) Sales Tax (see page 66) Shipping and Handling Program Total (from step 2) (CT, HI, NM, SD, WV, and Canada not tax exempt)
<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 				GRAND TOTAL 

Credit Card Number _____ Exp. Date (MM/YY) _____ Signature _____

Please note: Full registration fee is due and payable prior to the start of the program. Prices subject to change.

Catalog Code: IC52US

Thank you for your order!



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888.758.6048 TTY
(Deaf, hard of hearing, or speech impaired)
Fax: 414.979.7098
crisisprevention.com

Catalog Code: IC52US

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All prices effective January 1, 2019 and subject to change.

Products available while supplies last.

You're part of something big. Really big.

THANK YOU FOR HELPING US BUILD COMPREHENSIVE CULTURES OF CARE THROUGHOUT ORGANIZATIONS EVERYWHERE AROUND THE WORLD.

Look inside and discover how our training options meet your needs!

