



CPI Nonviolent Crisis Intervention[®] Training

2ND EDITION



MODULE 3

Communication Skills

Communication Skills

The CPI *Crisis Development Model*SM



Forms of Communication

Verbal

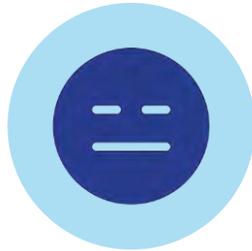
Paraverbal

Nonverbal

Communication Considerations



CULTURE



**GENDER
IDENTITY**



AGE

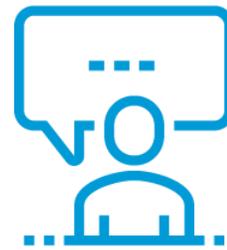


**COGNITIVE
FUNCTIONING**

- How would you alter your communication when considering these factors?
- What about your postures or gestures?

Verbal Communication

- Short, simple, clear
- Respectful
- Positively phrased



- ***Instead of...***
- *“You are not supposed to be in this area.”*



- ***Say...***
- *“You seem lost. How may I help you?”*

Paraverbal Communication



TONE



VOLUME



**RHYTHM OF
SPEECH**

Paraverbal Communication Tips

- Use caring, supportive tones.
- Keep the volume appropriate to the situation.
- Deliver your message at a rate the person can process.

Nonverbal Communication

- Personal space
- Body language
- Communication through touch
- Listening with empathy

Pop Question

Personal space is:

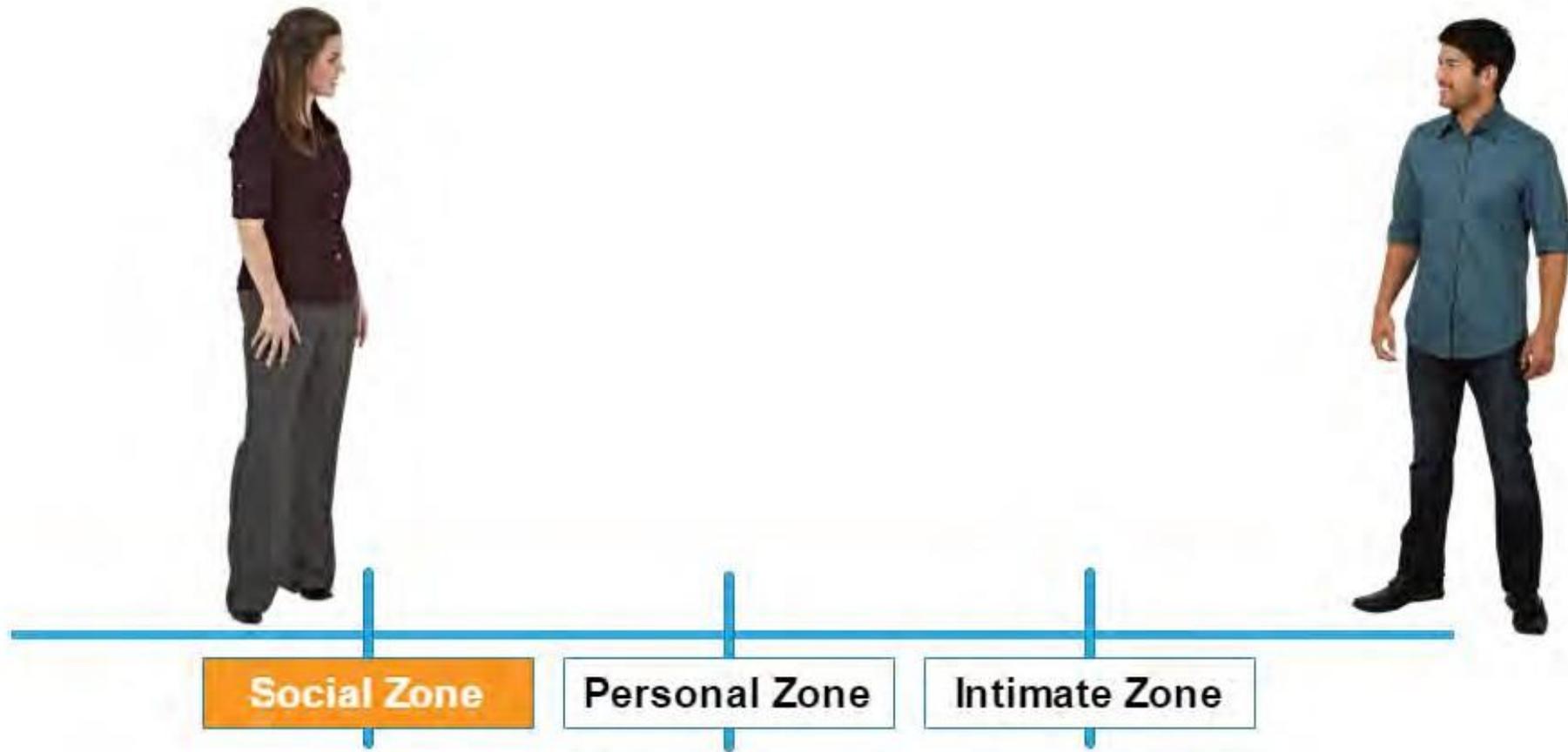
- a. The postures, gestures, facial expressions, and movement used to communicate.
- b. A form of physical contact that expresses feelings or emotion.
- c. The distance people prefer to maintain between themselves and others.

Pop Question

Personal space is:

- a. The postures, gestures, facial expressions, and movement used to communicate.
- b. A form of physical contact that expresses feelings or emotion.
- c. **The distance people prefer to maintain between themselves and others.**

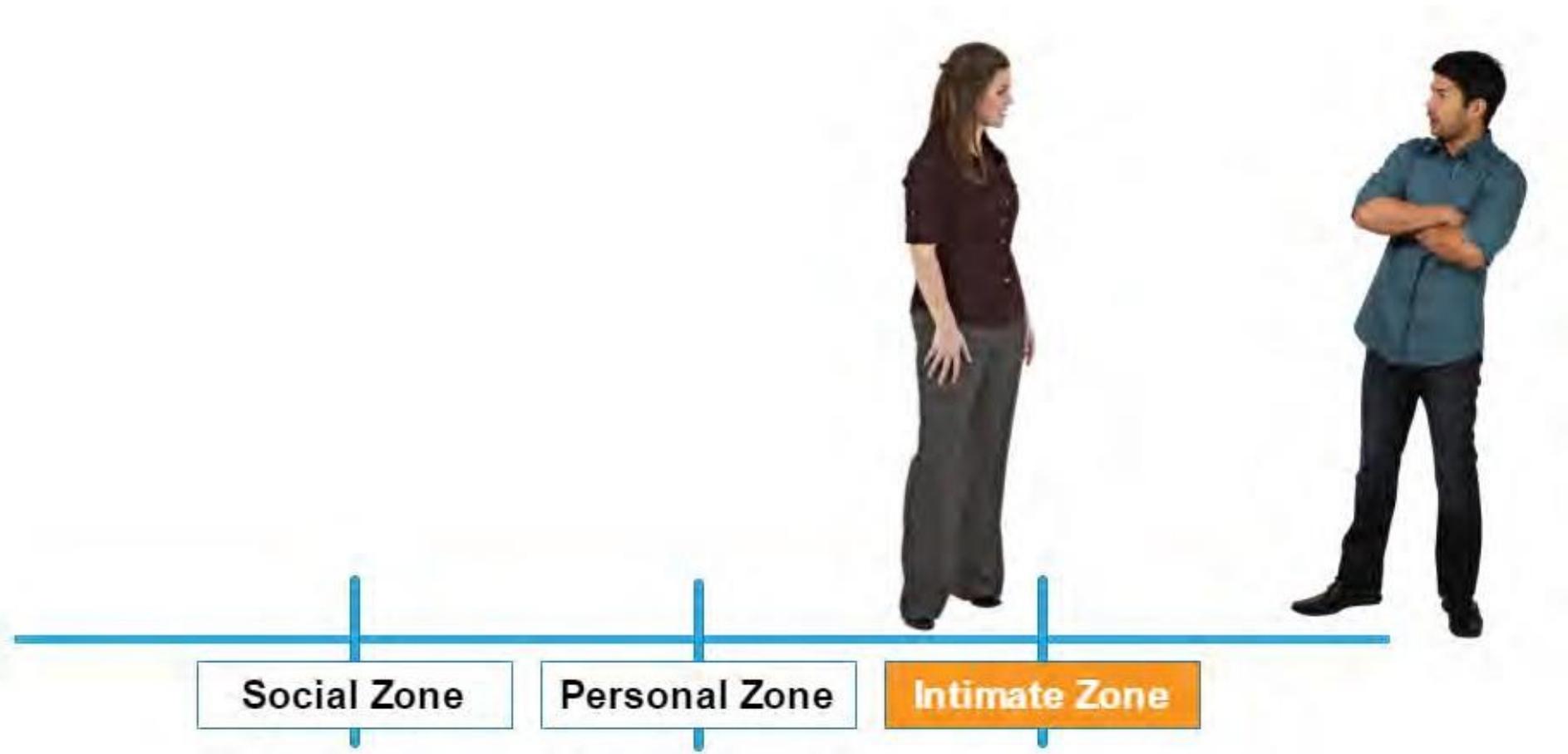
Social Zone



Personal Zone



Intimate Zone



Pop Question

Body language is:

- a. The postures, gestures, facial expressions, and movement used to communicate.
- b. A form of physical contact that expresses feelings or emotion.
- c. The distance people prefer to maintain between themselves and others.

Pop Question

Body language is:

- a. The postures, gestures, facial expressions, and movement used to communicate.
- b. A form of physical contact that expresses feelings or emotion.
- c. The distance people prefer to maintain between themselves and others.

Communication Skills

When someone is anxious or defensive, how may their body language communicate this?

- Crossed arms
- Avoiding eye contact
- Slouching
- Fake smile
- Angling their body away from you
- Wringing hands

Communication Skills

When someone is anxious or defensive, how may their body language communicate this?

- ✓ Crossed arms
- ✓ Avoiding eye contact
- ✓ Slouching
- ✓ Fake smile
- ✓ Angling their body away from you
- ✓ Wringing hands

Pop Question

Communication through touch is:

- a. The postures, gestures, facial expressions, and movement used to communicate.
- b. A form of physical contact that expresses feelings or emotion.
- c. The distance people prefer to maintain between themselves and others.

Pop Question

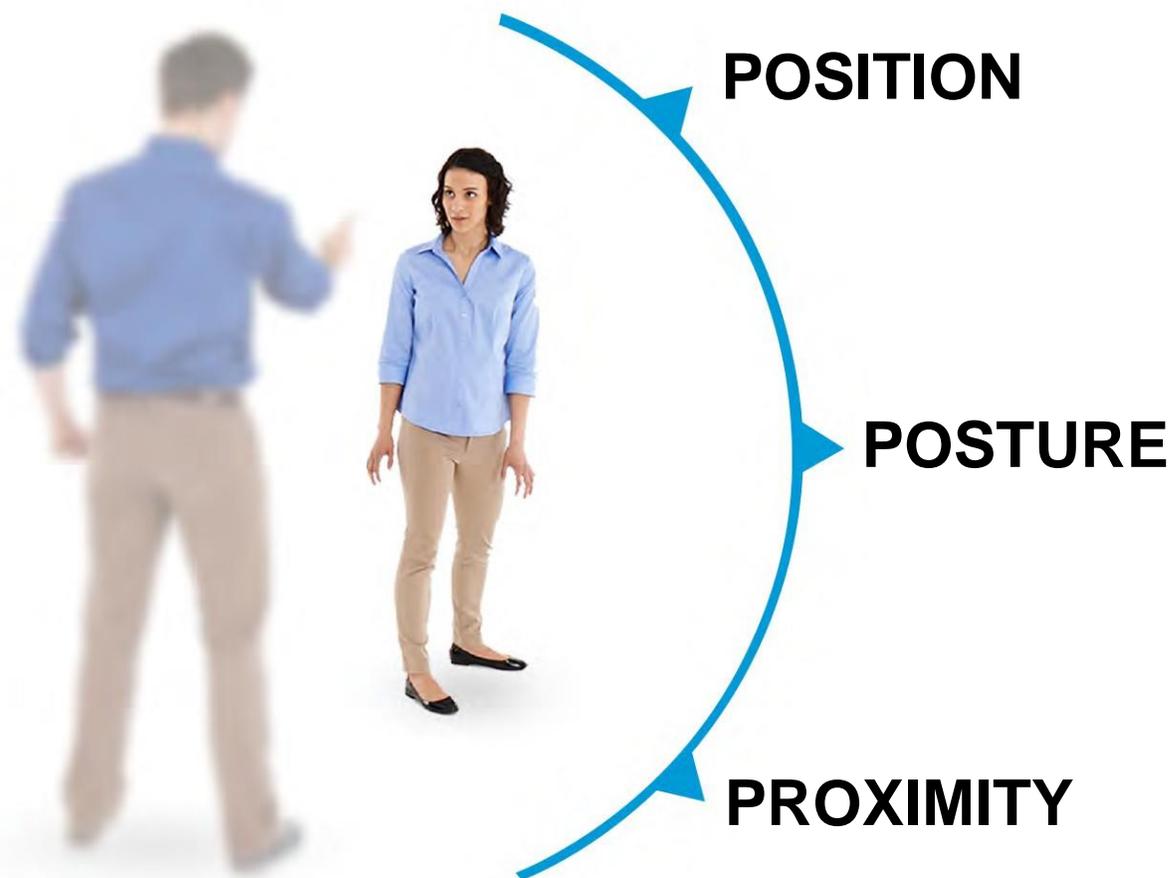
Communication through touch is:

- a. The postures, gestures, facial expressions, and movement used to communicate.
- b. **A form of physical contact that expresses feelings or emotion.**
- c. The distance people prefer to maintain between themselves and others.

Communication Through Touch



The *Supportive Stance*SM



The *Supportive Stance*SM

Consider your position in relation to the person.



The *Supportive Stance*SM

Be sure your posture remains nonthreatening and relaxed.



The *Supportive Stance*SM

Be sure to manage the distance between yourself and another person.



The *Supportive Stance*SM

- Communicates respect
- Appears nonthreatening
- Maximizes safety



Non-Verbal Communication - Activity

Reflection Questions Part 1:

1. For those standing still, did your partner respond appropriately to your non-verbal cues?
2. For those who were walking toward your partner, what were the non-verbal cues your partner demonstrated to let you know you were getting too close?

Reflection Questions Part 2:

1. For those walking toward your partner, how did you adjust your stance to be more supportive?
2. What were some the things you said or did?
3. How would your approach change if the person's behavior continued to escalate?

Pop Question

Listening with empathy is:

- a. Giving judgments and advice.
- b. A way of listening and responding to another person that improves mutual understanding and trust.
- c. Managing your approach in relation to the person.

Pop Question

Listening with empathy is:

- a. Giving judgments and advice.
- b. A way of listening and responding to another person that improves mutual understanding and trust
- c. Managing your approach in relation to the person.

Listening With Empathy

- Remain nonjudgmental
- Give your undivided attention
- Listen to facts and feelings
- Allow time for silence and reflection
- Paraphrase what you understand

Knowledge Check

Which is a nonverbal, supportive response to a person in distress?

- a. Limit setting
- b. Respecting personal space
- c. Downplaying the challenge

Knowledge Check

Which is a nonverbal, supportive response to a person in distress?

- a. Limit setting
- b. Respecting personal space**
- c. Downplaying the challenge

Knowledge Check

Which of the following is a paraverbal way of demonstrating support?

- a. Your word choice
- b. Your body language
- c. Your tone of voice

Knowledge Check

Which of the following is a paraverbal way of demonstrating support?

- a. Your word choice
- b. Your body language
- c. **Your tone of voice**

Knowledge Check

When demonstrating the *Supportive Stance*SM, think about your Position, Posture, and_____.

- a. Power
- b. Proximity
- c. Personhood

Knowledge Check

When demonstrating the *Supportive Stance*SM, think about your Position, Posture, and_____.

- a. Power
- b. Proximity**
- c. Personhood

Final Thoughts

Review the **Points to Remember** and reflect on your **Key Takeaways** from the module.



THANK YOU!

lemanuele@hempsteadschools.org