



CPI Nonviolent Crisis Intervention[®] Training

2ND EDITION

Introduction

All **behavior** is a
form of **communication**.

CPI Values and Philosophy

CARE

Respect, dignity, empathy, person-centered



WELFARE

Maintaining independence, choice and well-being



SAFETY

Protecting rights and minimizing harm



SECURITY

Safe, effective, harmonious and collaborative relationships



Activity –Share out

- Think of a time when you felt distressed or challenged by someone's behavior
 1. What were the first signs that something was wrong?
 2. How did you react to the behaviors? What did you do?



MODULE 1

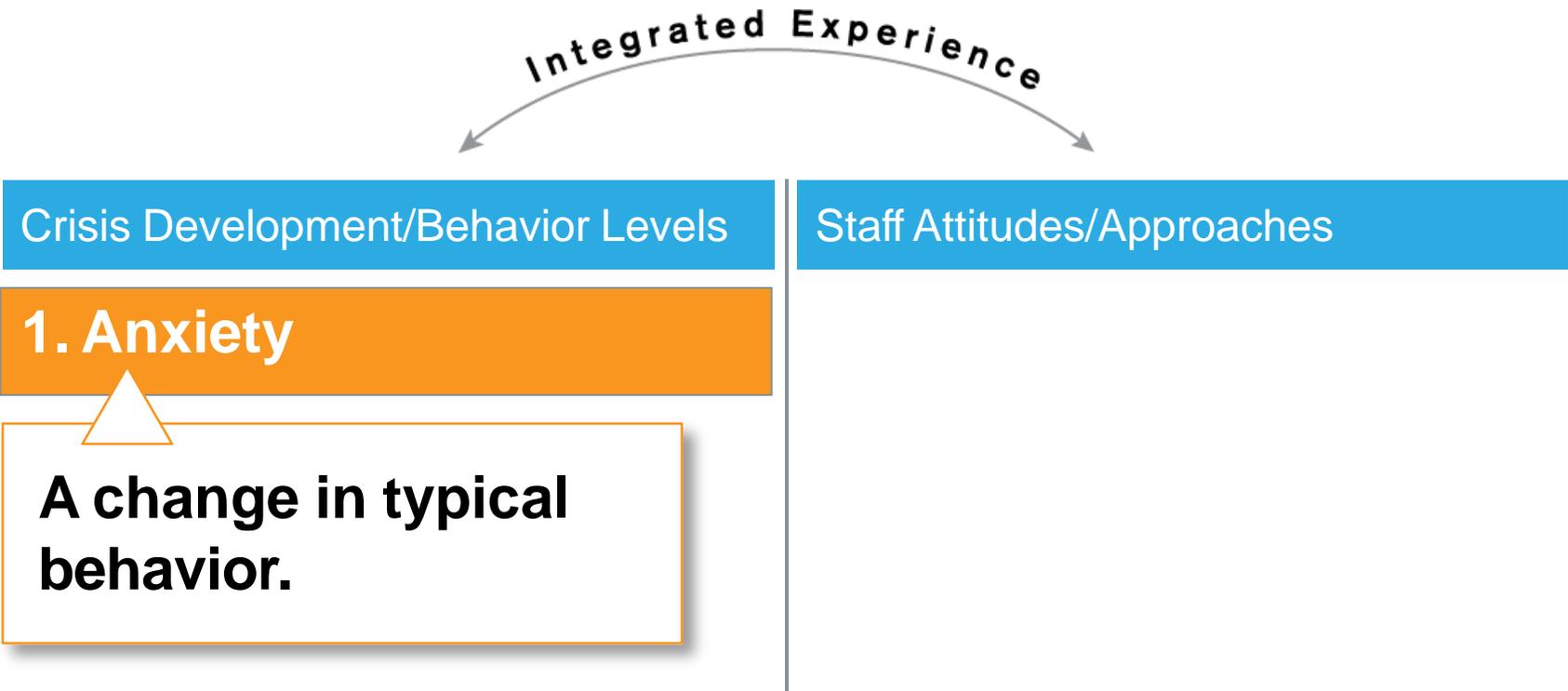
The CPI *Crisis Development Model*SM

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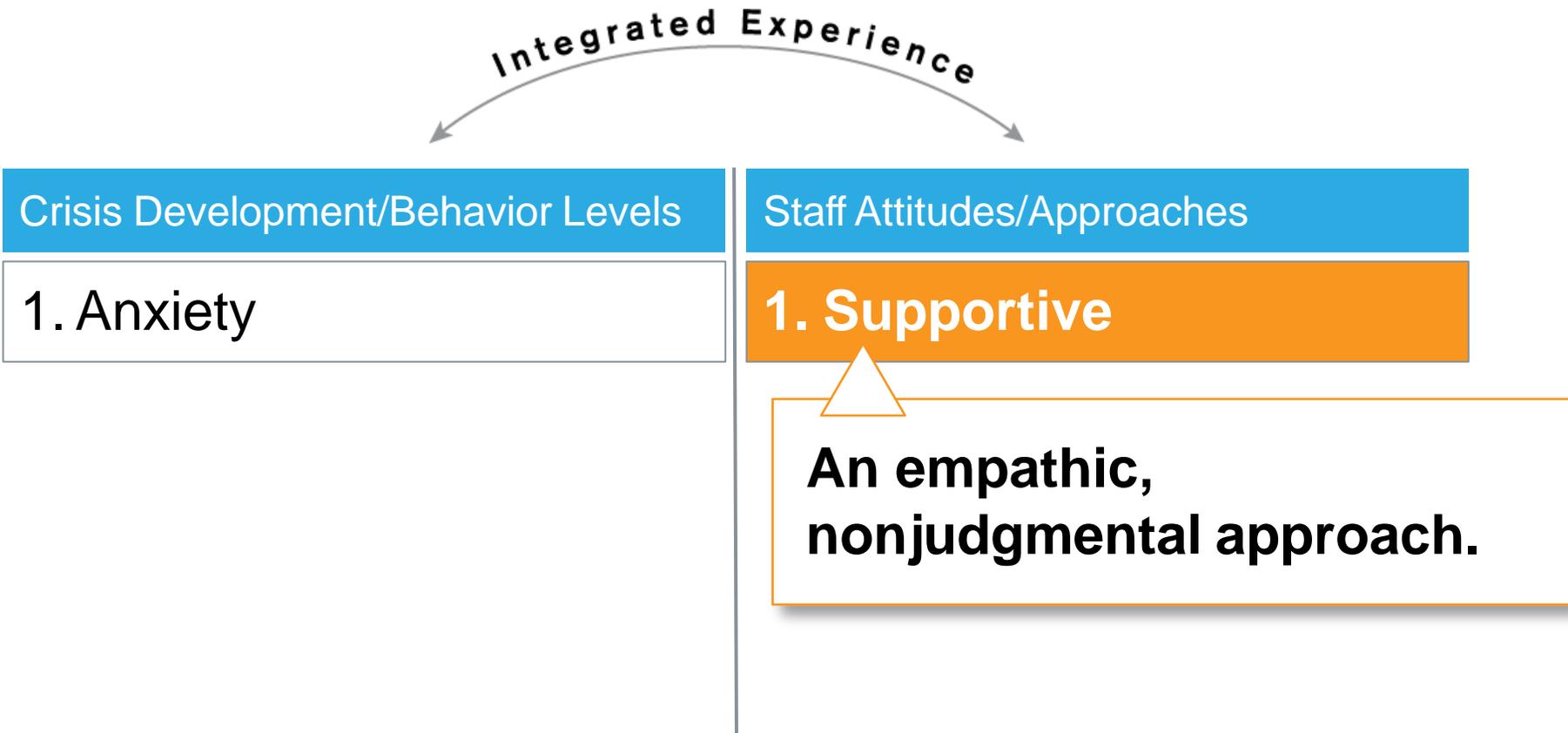
Crisis Development/Behavior Levels	Staff Attitudes/Approaches
1. Anxiety	1. Supportive
2. Defensive	2. Directive
3. Risk Behavior	3. Safety Interventions
4. Tension Reduction	4. Therapeutic Rapport

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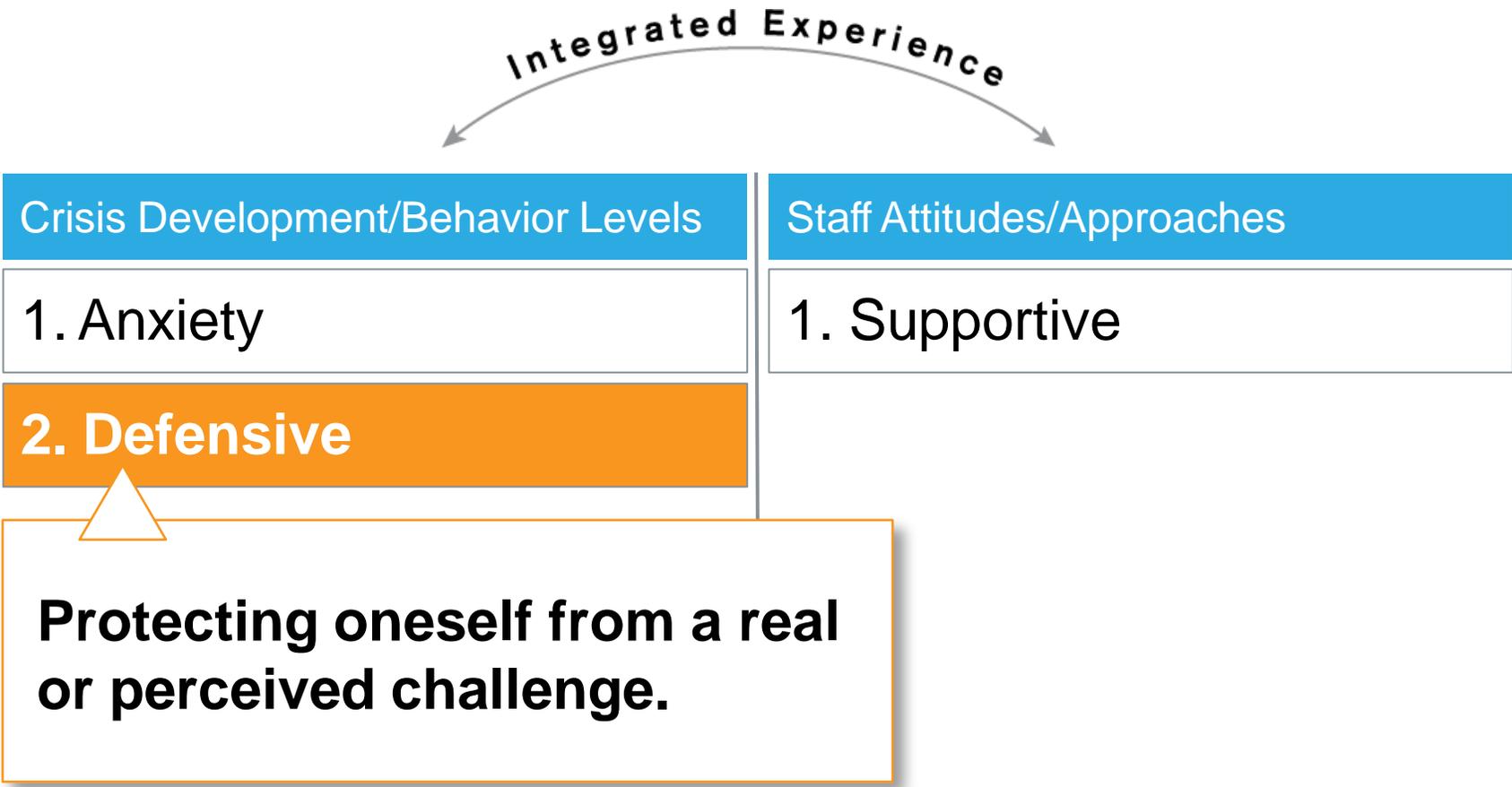


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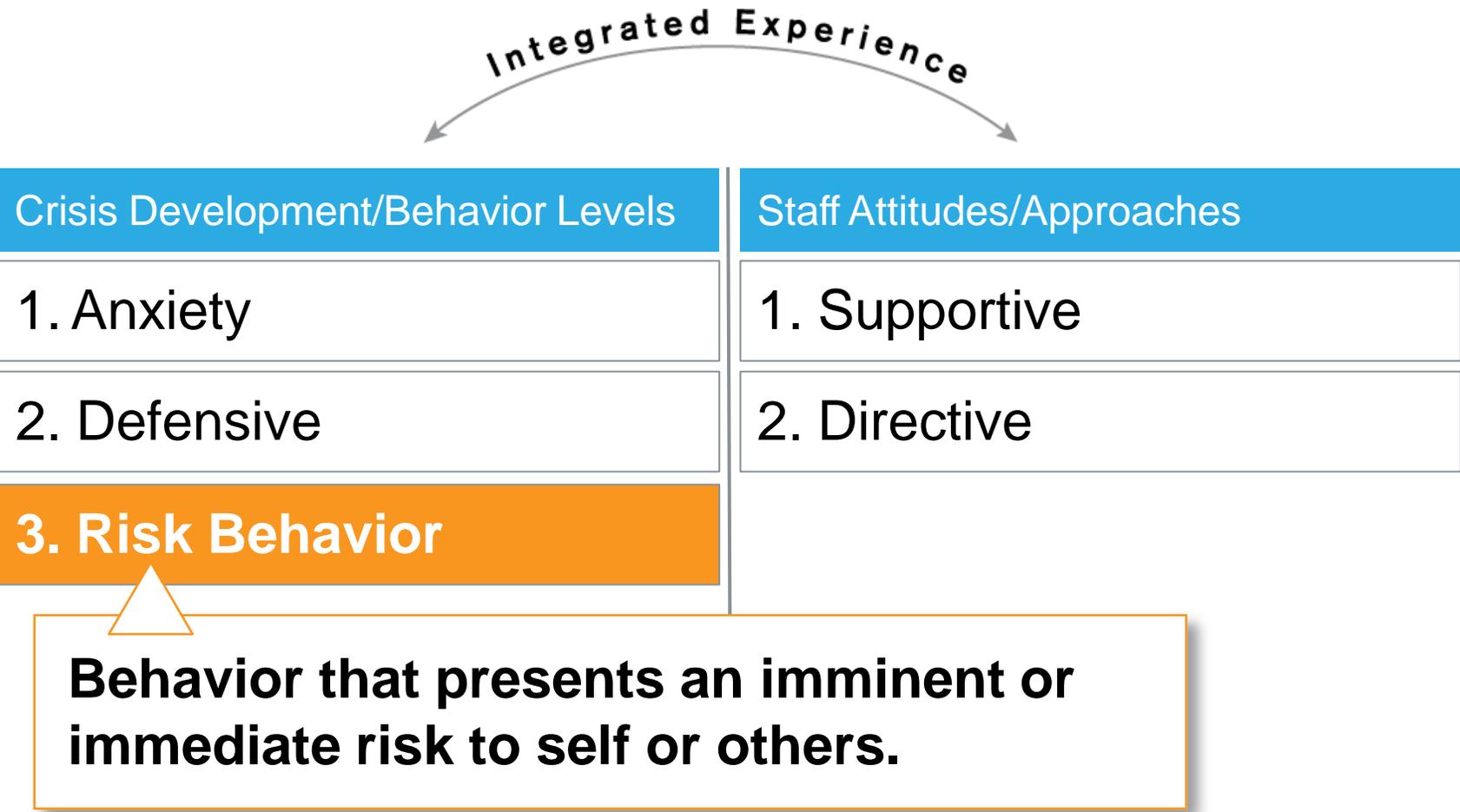


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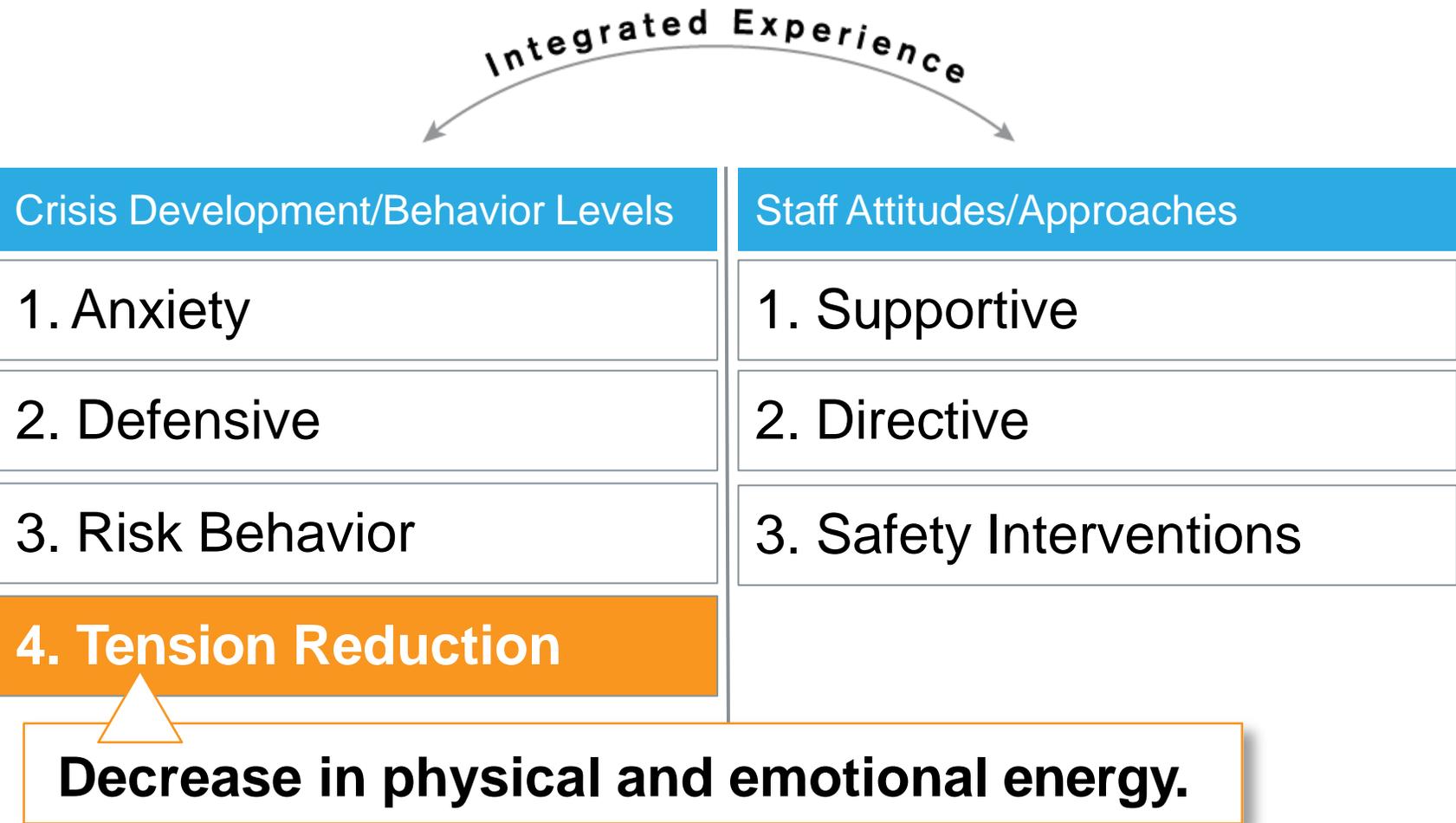
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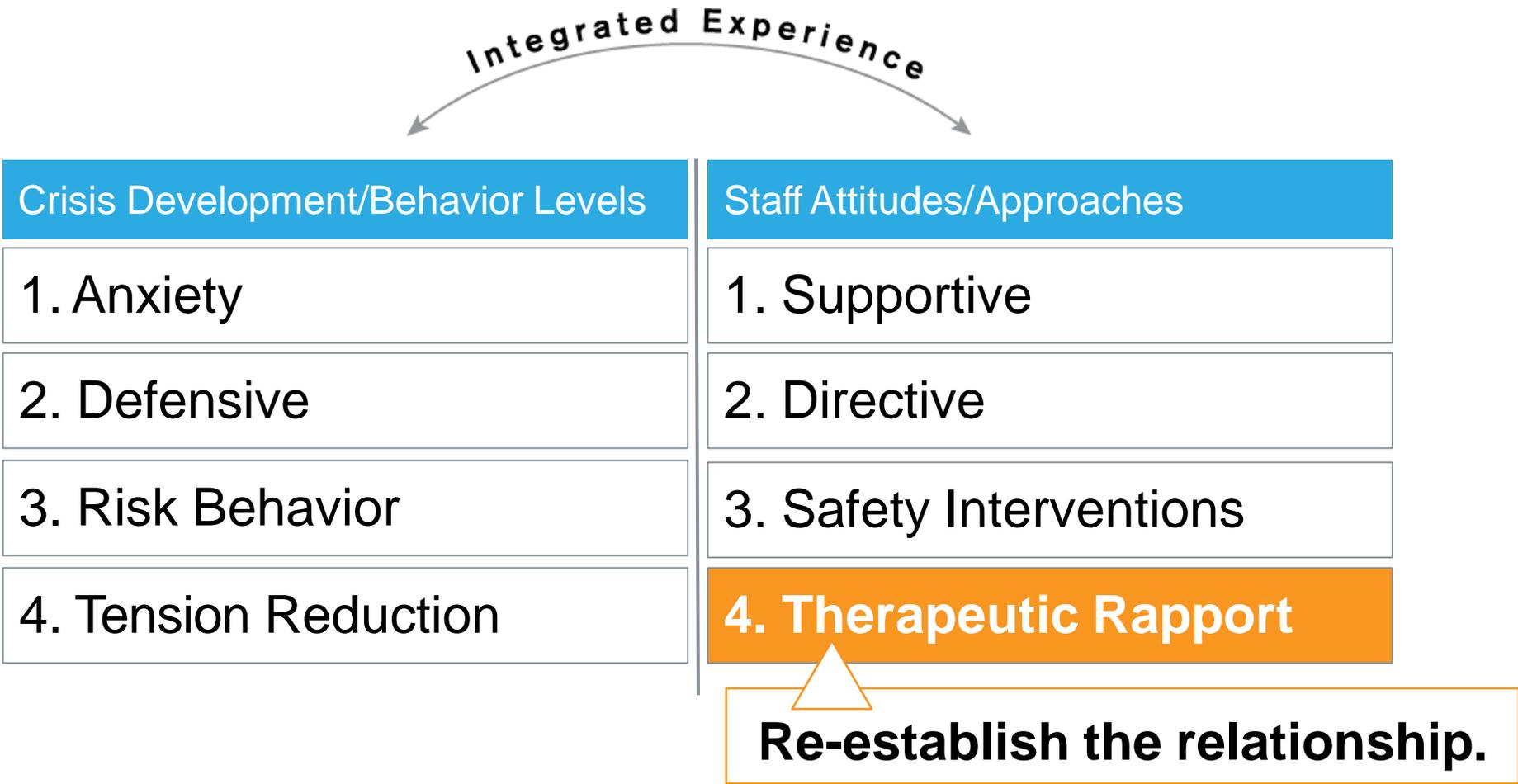
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Activity: *Crisis Development Model*SM

Case Study – Choose your industry



Activity: *Crisis Development Model*SM

Case Study – Education

A parent waits to meet with her son's teacher. This is the third time in a month she's been called into the office regarding her son's performance. She is a single mother working two jobs and had to take time off from work to be here. She's pacing, fidgeting with her phone, and constantly asking the school secretary where the teacher is. When the teacher arrives, the parent yells at her for wasting her time when she should be at work. When asked to work with her son to complete supplemental worksheets to help him improve his math scores, she argues, "I don't have time for this! Isn't this your job?"

[Continue](#)

Activity: *Crisis Development Model*SM

Activity Questions

- What behaviors/level of crisis did you see?
- What staff approach would you take?
- What would you say or do?

Knowledge Check

When an individual is demonstrating behaviors such as kicking and biting, they are displaying:

- a. Anxiety
- b. Defensive
- c. Risk Behavior
- d. Tension Reduction

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Knowledge Check

How would you respond to help an individual who is saying “no” and refusing to perform a task?

- a. Supportive words and attitude.
- b. Call for help.
- c. Provide choices with consequences.
- d. Re-establish the relationship.

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Final Thoughts

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



MODULE 2

Integrated Experience

Integrated Experience

Your **approach** changes
everything.

Integrated Experience

The CPI *Crisis Development Model*SM



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INTEGRATED EXPERIENCE

Behavior influences behavior.

Integrated Experience

What are factors that might negatively impact your ability to remain consistent and calm in your responses?

- Waking up late
- Lack of caffeine
- Not enough sleep
- Family stress
- Illness
- Trying to fit too much into one day
- Interpersonal conflicts at work
- Traffic jams
- Work dissatisfaction

PRECIPITATING FACTORS

Factors that influence behaviors.

Precipitating Factors

Understanding Precipitating Factors helps you to:

- Avoid becoming a Precipitating Factor yourself.
- Address the factors that lead to crisis situations.
- Not take crisis personally.

RATIONAL DETACHMENT

Recognizing the need to remain professional by managing your own behavior and attitude.

Rational Detachment

Observe the Behavior

- What is the other person communicating?
- How am I responding?
- What am I expressing or conveying?
- How are they responding to me?

Rational Detachment Tips



**Take a deep
breath.**



**Choose your
words carefully.**



Ask for help.

Activity: Causes of Behavior

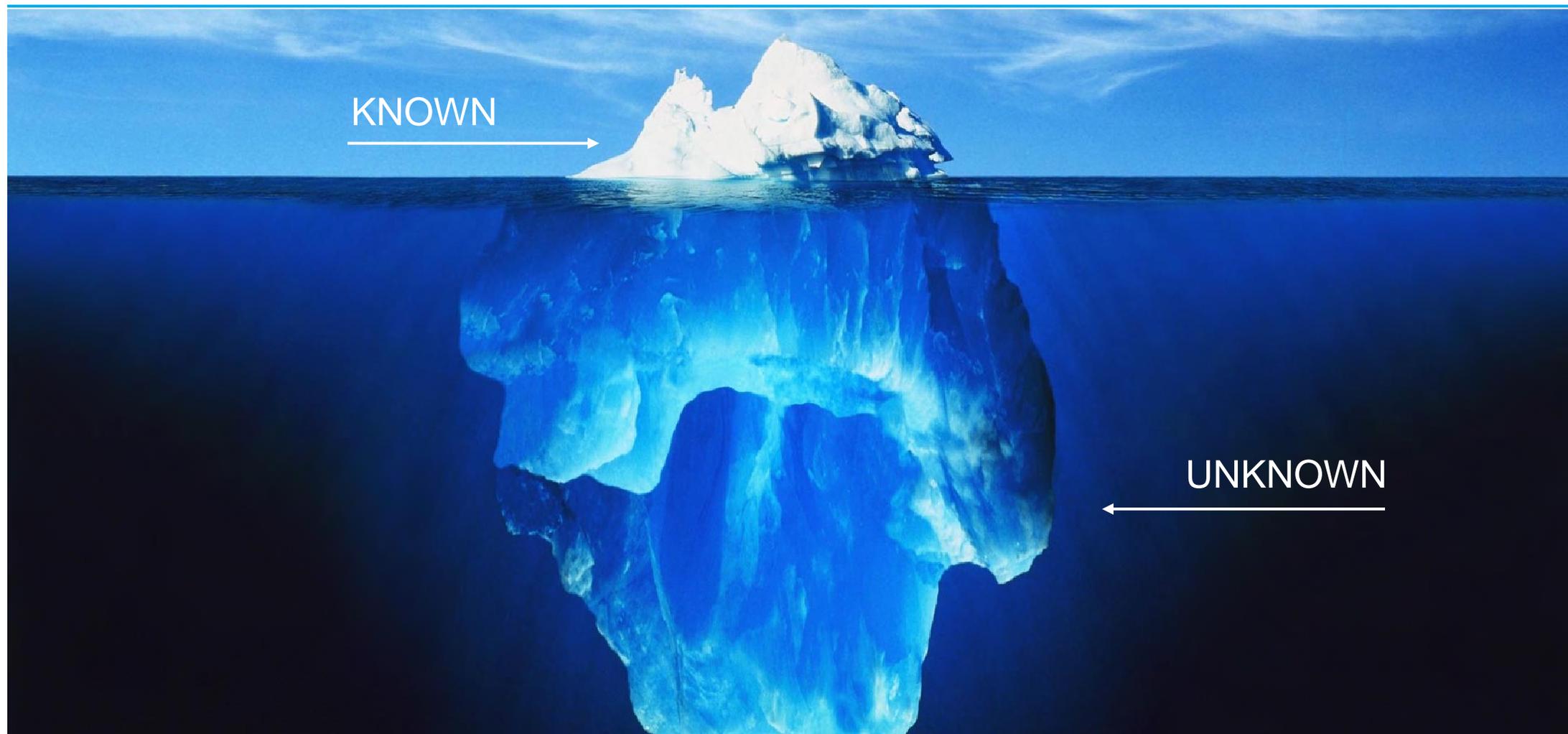
Instructions:

In groups, identify Precipitating Factors. Choose from the list below or write your own based on experiences with people you interact with. Write the factors in the **Causes of Behavior** column.

Determine how you can positively impact the Precipitating Factors. Write your responses in the **Positive Impact** column.

- Impaired cognitive ability
- Impaired communication skills
- Fear or worry
- Feeling unheard
- Trauma or previous life experience (e.g., PTSD)
- Received bad news
- Phobias and anxiety
- Limited feeling of control
- Pain (physical or emotional)
- Unmet needs (e.g., hungry or thirsty)
- Noisy or stressful environment
- Running late

Integrated Experience



Knowledge Check

Which of the following best describes Rational Detachment?

- a. The underlying reasons for behavior
- b. A staff response to calm someone
- c. Maintaining your professionalism by not taking it personally

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Knowledge Check

The Integrated Experience means that:

- a. Change happens when you can control the behavior
- b. Behavior influences behavior
- c. You should always match the other person's behavior

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Knowledge Check

Precipitating Factors is a concept that refers to:

- a. The underlying reasons for behavior
- b. An empathic, nonjudgmental approach
- c. Postures, gestures, facial expressions, and movement used to communicate

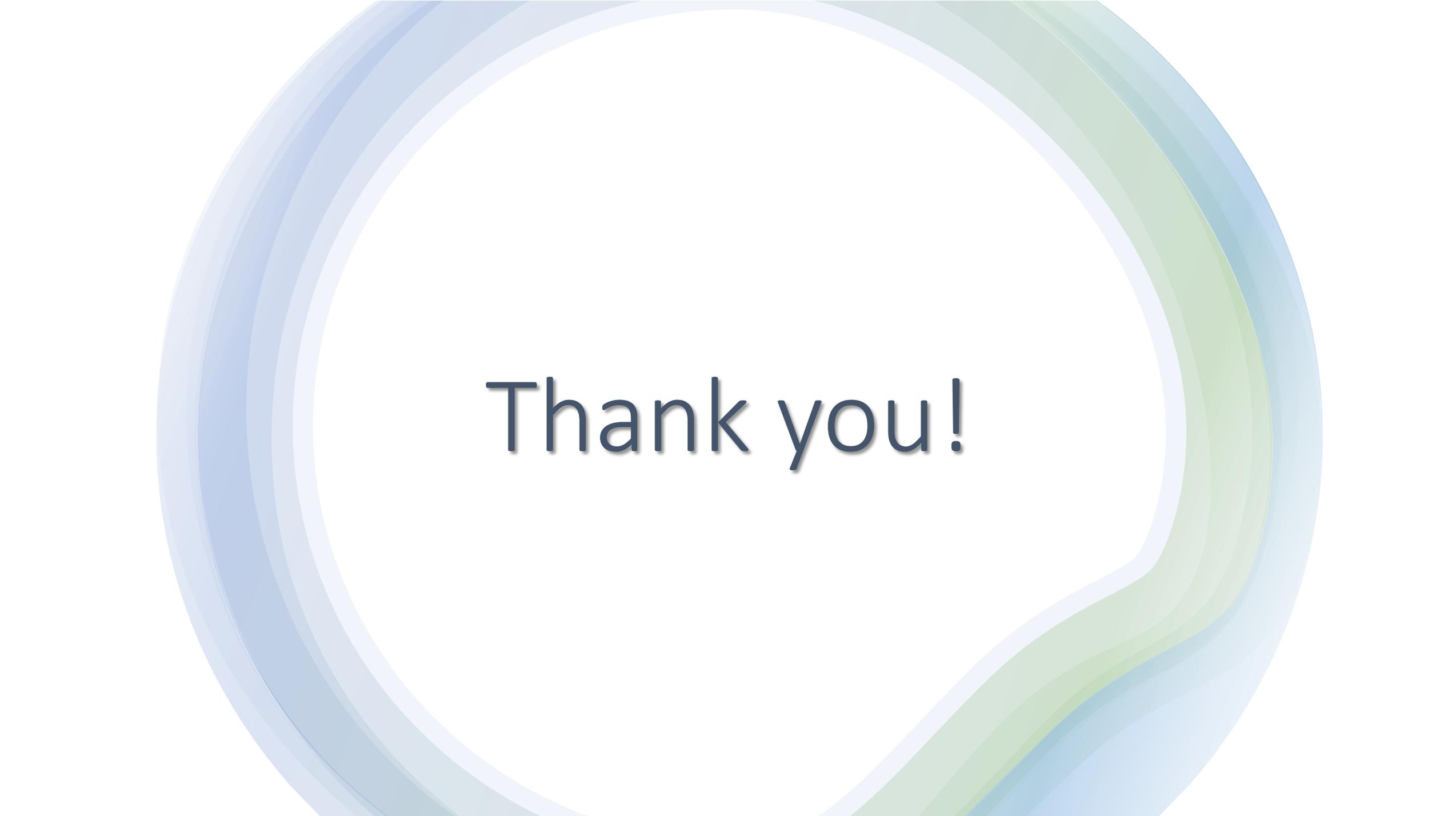
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Thank you!