

Verbal Intervention™ 3rd Edition Online Course

CONTENT OUTLINE



Course Description

CPI's Refresher Training: *Verbal Intervention™* 3rd Edition is designed as a follow-up to the initial program to help deepen and strengthen participants' knowledge in providing the best possible *Care, Welfare, Safety, and Security™* for individuals presenting a range of crisis behaviors.

The purpose of this training is to build on participant knowledge and skills to recognize, prevent, and manage crisis behaviors using person-centered and trauma-informed responses. They will continue to build on a common philosophy and framework, and strengthen and deepen their skills to build a culture of *Care, Welfare, Safety, and Security™* within the organization.

Course Objectives

The following are the core objectives of *Verbal Intervention™* 3rd Edition Online Course. In the refresher training, the core content related to these objectives will be reviewed. In addition, participants will practice higher-level thinking and application of these skills and knowledge, related to these objectives.

- Use the philosophy of *Care, Welfare, Safety, and Security™* and a person-centered and trauma-informed approach when responding to a person in distress.
- Interpret distress behaviors and address the cause of the behavior to de-escalate the situation.
- Assess risk of behavior using the *Decision-Making Matrix™* and identify preventive strategies to mitigate risk.
- Identify and respond appropriately to various levels of crisis behaviors.
- Manage your own emotional responses to distress behavior.
- Use your communication skills to be supportive and strengthen your interventions to de-escalate potential conflict situations.
- Use directive strategies when verbally intervening to de-escalate defensive behaviors.
- Use the *Decision-Making Matrix™* in the moment of Risk Behavior to determine Safety Interventions that represent a reasonable, proportionate, least restrictive, and last-resort course of action.
- Use verbal and environmental non-restrictive safety intervention strategies to maximize safety and minimize harm in situations where behavior presents an imminent or immediate risk of harm to self or others.
- Apply a process for support and learning at the end of a crisis situation.

TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
Introduction	State the learning expectations and guidelines for the training. Explore the philosophy of the training.
Scenarios and Content	Apply existing knowledge and skills of <i>Verbal Intervention™</i> 3rd Edition content to real-life scenarios. Review core content. (A participant can test out if they successfully complete the scenarios portion, and skip the review of the core content.)
Practice Activities	Practice higher-level thinking and application of skills and knowledge.
Conclusion and Quiz	Summarize the training. Complete an online quiz and survey prior to classroom training.

ESTIMATED RUN TIME: 1 Hour