

Nonviolent Crisis Intervention® Mental Health Training, 3rd Edition

CONTENT OUTLINE



Program Summary and Philosophy

CPI's *Nonviolent Crisis Intervention*® Mental Health Renewal Program facilitates a deeper understanding of the course that the Certified Instructor will be teaching back at your organization and provides Instructor Training for participants to enhance their skill set related to teaching the course and integrating it within your organization. They'll practice strategies to identify escalating behaviors in others as well as use effective approaches to intervene during different crisis levels through the lens of mental health. Participants will gain a broad range of tools to help them manage their own emotional responses and implicit bias in stressful situations.

The blended program is comprised of three parts. Part one is an online course which includes Introduction to Mental Health and *Nonviolent Crisis Intervention*® training. Introduction to Mental Health provides an overview of mental illness, its prevalence in the world, and resources to be person-centered in your practice. Specific examples and intervention strategies are shared. *Nonviolent Crisis Intervention*® training provides a review of the core program content. Part two is one classroom day where participants review safety intervention skills and practice teaching them. Part three is one live virtual day focusing on mental health content.

The classroom program has three days (including the mental health day) that focus on review and facilitation practice of *Nonviolent Crisis Intervention*® content and safety intervention skills and specialized mental health content.

Any Certified Instructor who has completed the *Nonviolent Crisis Intervention*® Foundation Course is able to participate in the *Nonviolent Crisis Intervention*® Renewal course.

Crisis Prevention Institute trains and certifies designated people from your organization. After they have been trained by a CPI Global Professional

Program Objectives

- Define common mental health disorders.
- Explain, in general terms, the causes and symptoms.
- Describe the social stigmas and stereotypes associated with mental health disorders and their negative impact.
- Explain how common myths and personal biases create false assumptions about individuals with mental health disorders.
- Identify change strategies for working together to combat stigmas using a person-centered, trauma-informed care approach.
- 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 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.
- Explain how you will consider the Physical Skills Review Framework and key legal and professional considerations when using non-restrictive disengagements and restrictive interventions.
- Describe and demonstrate proper use of non-restrictive disengagements and restrictive interventions for an individual presenting risk behavior.

Instructor and successfully passed all components, including the instructor exam, they are qualified to teach at your organization using the approved CPI training materials.

Facilitation Methods

The online portion of the course presents the content through narration, video, and interactive activities. The content learned in the online portion of the course will be practiced in the classroom.

Classroom and live virtual portions of the course include use of an Electronic Presentation with activities that will aid participants in the implementation of the *Nonviolent Crisis Intervention*® training. Participants will complete teach backs of the content.

CPI Renewal Program Components - BLENDED DELIVERY

Program Hours – Blended delivery

The 14-hour CPI Renewal Program includes:

- PART 1:** Completion of 3 hours of Introduction to Mental Health and *Nonviolent Crisis Intervention*® 3rd Edition online training.
- PART 2:** Participation in 5.5 hours of classroom training that includes Safety Interventions teaching practice and assessment.
- PART 3:** Participation in 5.5 hours classroom training focusing on mental health content.

NOTE: A certificate of completion with CPI's continuing education information will be awarded upon full participation in and completion of program components and successful passing exam score (80%).

Part 1: Online Course

Introduction to Mental Health	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
Introduction	<ul style="list-style-type: none"> Describe mental health, which is not just the absence of mental disorder but a state of well-being. Identify factors that influence mental health to include environmental, social, psychological, biological, and cultural factors.
Mental Health Disorders	<ul style="list-style-type: none"> Define mental disorders specific to mood, anxiety, personality, and psychotic disorders which involve changes in thinking, mood, and behavior. Describe the symptoms of the disorders. Identify the demographics impacted by the disorders.
Myths and Stigmas About Mental Illness	<ul style="list-style-type: none"> Identify common myths associated with mental illness. Describe social stigmas and stereotypes associated with mental health disorders. Identify the negative impact stigmas have on individuals with mental health disorders.
Working Together to Combat Stigmas	<ul style="list-style-type: none"> Identify change strategies to combat stigmas, including education and interaction.
TOTAL TIME: 1 Hour	

Nonviolent Crisis Intervention® 3rd Edition Training	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
Introduction	State the learning expectations and guidelines for the training. Explore the philosophy of the training.
Module 1: Understanding Behavior and Its Risk	Interpret the brain's response to threat as one of the causes of distress behavior. Explain how to identify the level of risk of the behavior and identify preventive strategies to mitigate risk.
Module 2: The CPI Crisis Development ModelSM	Identify behavior using the CPI <i>Crisis Development Model</i> SM . Identify staff approaches effective in responding at each behavior level to prevent further escalation.
Module 3: Integrated Experience	Explore underlying causes of behavior; recognize the need to maintain consistent, calm behavior in a crisis; and understand how the behavior of one person impacts the behavior of others.
Module 4: Supportive Communication Skills	Describe communication strategies to positively impact an individual's behavior and prevent or de-escalate a crisis. Identify how to prepare for a difficult conversation.
Module 5: Responding to Defensive Behaviors	Identify stages of defensive behavior using the <i>Verbal Escalation Continuum</i> SM . Identify intervention strategies that are most effective at each stage.
Module 6: Safety Interventions	In the moment of Risk Behavior, explain how to choose Safety Interventions that are a last resort, reasonable, and proportionate. Identify non-restrictive verbal and environmental interventions to keep self, others, and the person safe when crisis escalates to risk behavior.
Module 7: Post-Crisis	Describe a framework that helps guide staff through the process of establishing Therapeutic Rapport and learning after a crisis. List coping strategies to build your resilience.
Conclusion and Assessment	Summarize the training. Complete an online quiz and survey prior to classroom training.
TOTAL TIME: 2 Hours	

Part 2: Classroom Days

Nonviolent Crisis Intervention® Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Introductions and Program Reflections	Participants review successful instructor certification requirements and and share insights on instructing the program.	20 minutes
Program Quality Standards	<p>Explores roles and responsibilities of the Certified Instructor, and benefits of CIPA membership.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Explain the program quality standards and benefits associated with Certified Instructors. • List the components and requirements of the Certified Instructor Renewal Process. • Explain the importance of training as an ongoing process. • Demonstrate familiarity with the resources, processes, and procedures for initial and refresher training programs. • Identify the Certified Instructor Professional Association's (CIPA) mission, terminology, and membership benefits and support. 	20 minutes
Assessing Competency	<p>Guides participants through the assessment of their learners' competence to award them a Blue Card®.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Describe the various strategies and tools they can use during and at the end of the training to assess their learners' competence. • Identify next steps when their learners are struggling or not able to demonstrate competence. 	15 minutes
Safety Interventions Teaching Practice and Assessment – Disengagement Skills	<p>Assesses proficiency in teaching Safety Interventions – Disengagement Skills.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • List key principles. • Apply knowledge of key principles when answering questions about disengagement skills. • Review Physicals Skills Review Framework. • Demonstrate ability to teach disengagement skills using CPI's Safety Intervention teaching framework. • Identify group facilitation techniques that can best engage staff and enhance learning. 	125 minutes
Safety Interventions Teaching Practice and Assessment – Holding Skills	<p>Assesses proficiency in teaching concepts and strategies of CPI's Safety Interventions – Holding Skills.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • List key principles. • Apply knowledge of key principles when answering questions about holding skills. • Review <i>Opt-Out Sequence</i>SM, Physical Skills Review Framework, and Risk of Restraints. • Demonstrate proficiency teaching holding skills using CPI's Safety Intervention teaching framework. 	120 minutes
Instructor Exam	Participants will take the instructor exam as the final component of their certification.	30 minutes
TOTAL TIME:		5.5 Hours

Part 3: Specialized Topic (Mental Health)

Nonviolent Crisis Intervention® Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Introduction	Orients participants to becoming CPI Certified Instructors. Participants will: <ul style="list-style-type: none"> Connect with fellow participants and discuss how the care of individuals with mental illness applies to them. 	30 minutes
Understanding and Awareness of Mental Health	Offers a better understanding of mental health and how it affects those we serve. Participants will: <ul style="list-style-type: none"> Discuss major concepts learned from the online course through a person-centered lens to gain empathy and understanding for people who are impacted by mental health disorders. Apply this understanding to the specific population they serve. Discuss and understand how they can support those with mental illness in their care. Discuss implicit bias and understand how they can support people in their care. 	60 minutes
Discussion and Application of Best Practices	Discussion of best practices in supporting those with mental illness and practice of these strategies. Participants will: <ul style="list-style-type: none"> Discuss relevant best practices for person-centered support for those with mental illness. Practice and apply these strategies to a variety of workplace scenarios. 	60 minutes
Looking at Nonviolent Crisis Intervention® Content and Mental Health	Discussion of <i>Nonviolent Crisis Intervention®</i> content through the lens of mental health. Participants will: <ul style="list-style-type: none"> Gain a deeper understanding of <i>Nonviolent Crisis Intervention®</i> content while learning how to apply mental health strategies to each module. 	90 minutes
Restrictive Practices	Discussion of specific mental health considerations and how they apply to restrictive practices. Participants will: <ul style="list-style-type: none"> Gain a better understanding of the risks associated with restrictive practices for those with mental health disorders. Understand how to avoid the use of restrictive practices with those they serve. 	30 minutes
Facilitation Options	Learn how to train <i>Nonviolent Crisis Intervention®</i> content with mental health content. Participants will: <ul style="list-style-type: none"> Explore options for blended and classroom delivery of refresher and initial training. Discuss how to incorporate mental health content into <i>Nonviolent Crisis Intervention®</i> training. 	30 minutes
Action Plan	Participants plan an implementation strategy to bring content back to their workplace.	30 minutes
TOTAL TIME:		5.5 Hours

Note: The final exam is online. You will receive a link to complete it.

CPI Renewal Program Components - CLASSROOM DELIVERY

Program Hours – Classroom delivery

The 17.5-hour CPI Renewal Program includes participation in *Nonviolent Crisis Intervention*® content and Safety Interventions teaching practice and assessment.

NOTE: A certificate of completion with CPI's continuing education information will be awarded upon full participation in and completion of program components and successful passing exam score (80%).

DAY 1

<i>Nonviolent Crisis Intervention</i> ® Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Introduction to Instructor Training	Orients participants to becoming CPI Certified Instructors and to the training materials. Participants will: <ul style="list-style-type: none"> Describe the role of a Certified Instructor. Explain the requirements for a successful instructor certification. Determine best practice for organizing training materials and maintaining program continuity and consistency. 	25 minutes
Teaching Content	Develops awareness and understanding of effective methods for teaching the content. Participants will: <ul style="list-style-type: none"> Explain the layout of the content in each module and the teaching sequence. Describe effective facilitation strategies such as the use of effective examples, responding to participants, and facilitating discussion questions. Practice applying facilitation strategies using sample content. 	70 minutes
Facilitating Activities	Develops awareness and understanding of effective methods for facilitating activities. Participants will: <ul style="list-style-type: none"> Explain the benefits of using activities and the types of activities in the program. Describe strategies for effective facilitation of activities. Practice applying facilitation strategies using a sample activity. 	50 minutes
Adapting Your Training	Participants will: <ul style="list-style-type: none"> Identify how to customize the program to meet their learners' needs. Explain considerations to identify their staff training needs and individual needs. Explain considerations for preparation and adaptation to meet these learner needs. Practice adapting training using sample content. 	10 minutes
Training Practice/ Practicum Assignment	Participants apply the knowledge and skills gained by teaching content and facilitating activities from a sample module.	175 minutes
TOTAL TIME:		5.5 Hours

DAY 2

Nonviolent Crisis Intervention® Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Introductions and Program Reflections	Participants review successful instructor certification requirements and and share insights on instructing the program.	20 minutes
Program Quality Standards	<p>Explores roles and responsibilities of the Certified Instructor, and benefits of CIPA membership.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Explain the program quality standards and benefits associated with Certified Instructors. • List the components and requirements of the Certified Instructor Renewal Process. • Explain the importance of training as an ongoing process. • Demonstrate familiarity with the resources, processes, and procedures for initial and refresher training programs. • Identify the Certified Instructor Professional Association's (CIPA) mission, terminology, and membership benefits and support. 	20 minutes
Assessing Competency	<p>Guides participants through the assessment of their learners' competence to award them a Blue Card®.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • Describe the various strategies and tools they can use during and at the end of the training to assess their learners' competency. • Identify next steps when their learners are struggling or not able to demonstrate competence. 	15 minutes
Safety Interventions Teaching Practice and Assessment – Disengagement Skills	<p>Assesses proficiency in teaching Safety Interventions – Disengagement Skills.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • List key principles. • Apply knowledge of key principles when answering questions about disengagement skills. • Review Physicals Skills Review Framework. • Demonstrate ability to teach disengagement skills using CPI's Safety Intervention teaching framework. • Identify group facilitation techniques that can best engage staff and enhance learning. 	125 minutes
Safety Interventions Teaching Practice and Assessment – Holding Skills	<p>Assesses proficiency in teaching concepts and strategies of CPI's Safety Interventions – Holding Skills.</p> <p>Participants will:</p> <ul style="list-style-type: none"> • List key principles. • Apply knowledge of key principles when answering questions about holding skills. • Review <i>Opt-Out Sequence</i>SM, Physical Skills Review Framework, and Risk of Restraints. • Demonstrate proficiency teaching holding skills using CPI's Safety Intervention teaching framework. 	120 minutes
Instructor Exam	Participants will take the instructor exam as the final component of their certification.	30 minutes
TOTAL TIME:		5.5 Hours

DAY 3 Specialized Topic (Mental Health)

Nonviolent Crisis Intervention® Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Introduction	Orients participants to the Mental Health specialty topic. Participants will: <ul style="list-style-type: none"> Connect with fellow participants and discuss how the care of individuals with mental health applies to them. 	30 minutes
Introduction to Mental Health	<ul style="list-style-type: none"> Describe mental health, which is not just the absence of mental disorder but a state of well-being. Identify factors that influence mental health to include environmental, social, psychological, biological, and cultural factors. 	60 minutes
Mental Health Disorders	<ul style="list-style-type: none"> Define mental disorders specific to mood, anxiety, personality, and psychotic disorders which involve changes in thinking, mood, and behavior. Describe the symptoms of the disorders. Identify the demographics impacted by the disorders. 	
Myths and Stigmas About Mental Illness	<ul style="list-style-type: none"> Identify common myths associated with mental illness. Describe social stigmas and stereotypes associated with mental health disorders. Identify the negative impact stigmas have on individuals with mental health disorders. 	
Working Together to Combat Stigmas	<ul style="list-style-type: none"> Identify change strategies to combat stigmas, including education and interaction. 	
Understanding and Awareness of Mental Health	Offers a better understanding of mental health and how it affects those we serve. Participants will: <ul style="list-style-type: none"> Discuss major concepts learned from the online course through a person-centered lens to gain empathy and understanding for people who are impacted by mental health disorders. Apply this understanding to the specific population they serve. Discuss and understand how they can support those with mental illness in their care. Discuss implicit bias and understand how they can support people in their care. 	60 minutes
Discussion and Application of Best Practices	Discussion of best practices in supporting those with mental illness and practice of these strategies. Participants will: <ul style="list-style-type: none"> Discuss relevant best practices for person-centered support for those with mental illness. Practice and apply these strategies to a variety of workplace scenarios. 	60 minutes
Looking at Nonviolent Crisis Intervention® Content and Mental Health	Discussion of <i>Nonviolent Crisis Intervention®</i> content through the lens of mental health. Participants will: <ul style="list-style-type: none"> Gain a deeper understanding of <i>Nonviolent Crisis Intervention®</i> content while learning how to apply mental health strategies to each module. 	90 minutes
Restrictive Practices	Discussion of specific mental health considerations and how they apply to restrictive practices. Participants will: <ul style="list-style-type: none"> Gain a better understanding of the risks associated with restrictive practices for those with mental health disorders. Understand how to avoid the use of restrictive practices with those they serve. 	30 minutes

Nonviolent Crisis Intervention® Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Facilitation Options	Learn how to train <i>Nonviolent Crisis Intervention</i> ® content with mental health content. Participants will: <ul style="list-style-type: none"> • Explore options for blended and classroom delivery of refresher and initial training. • Discuss how to incorporate mental health content into <i>Nonviolent Crisis Intervention</i>® training. 	30 minutes
Action Plan	Participants plan an implementation strategy to bring content back to their workplace.	30 minutes
TOTAL TIME:		6.5 Hours

Training Materials:

Participant Workbook: Each training participant receives a Participant Workbook to enhance learning, organize the participant's thoughts regarding concepts taught in the program, and serve as a valuable reference tool following the program.

Instructor Guide: Those who successfully complete this program receive a comprehensive Instructor Guide to assist them in facilitating thorough and effective staff training that is consistent with program quality standards, policies, and procedures.

Instructor Kit: All participants who successfully complete this program receive an Instructor Kit. This kit includes resource materials necessary to teach their first program.

Please note:

- Organizational and participant-specific needs will impact timing. When classroom time is reduced, practice and application will be limited. In these situations, informal follow-up training opportunities will strengthen staff skills and learning while improving performance.
- Policy/procedure and participant-specific needs should determine the program option delivered.
- You are strongly encouraged to maintain a record of each program you've facilitated and the names of the participants in those programs.