

# Verbal Intervention™ Mental Health Training, 3<sup>rd</sup> Edition

## CONTENT OUTLINE



## Program Summary and Philosophy

CPI's *Verbal Intervention™* Mental Health Instructor Certification Program models the course that the Certified Instructor will be teaching back at your organization and provides Instructor Training for participants to gain knowledge and practice related to teaching the course and integrating it within your organization.

The *Verbal Intervention™* Mental Health course provides staff with an effective framework for preventing, de-escalating, and safely responding to crisis behavior and looks at the core content through the lens of mental health. The program introduces how to apply knowledge of brain and behavior to understand distress behavior and the reasons for distress. Participants will look at analyzing the risk of behavior and identifying strategies to mitigate the risk. Participants will gain a broad range of tools to help them manage their own emotional responses in stressful situations. They'll practice strategies to identify escalating behaviors in others as well as use effective approaches to intervene during different crisis levels. Participants will gain a broad range of tools to help them manage their own emotional responses and implicit bias in stressful situations.

There is a focus on staff using the philosophy of *Care, Welfare, Safety, and Security<sup>SM</sup>* and using trauma-informed and person-centered approaches in their interactions with the people in their care. CPI post-crisis strategies assist staff to support individuals and collaborate to identify plans as well as help staff teams recognize opportunities to learn prevention strategies in the aftermath of a crisis.

The blended program is comprised of two parts. Part one is an online course, which includes Introduction to Mental Health and *Verbal 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. *Verbal Intervention™* training provides the core program content. Part two has two classroom or live virtual days that focus on application of *Verbal Intervention™* content, Instructor Training, and specialized Mental Health content.

The classroom program has two and a half classroom days, which include core *Verbal Intervention™* content, Instructor Training, and specialized Mental Health content.

## 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<sup>SM</sup>* 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<sup>SM</sup>* 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<sup>SM</sup>* 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.

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

The live virtual or classroom portions of the course include use of an Electronic Presentation with activities that will aid participants in the implementation of training for their *Verbal Intervention*™ courses. Extensive application, case studies, examples, competency-based testing, and an exam ensure that participants gain knowledge and are able to demonstrate skills introduced in the program. Participants will also complete teach backs of the content.

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# CPI Instructor Certification Program Components - BLENDED DELIVERY

## Program Hours – Blended delivery

The 15-hour CPI Instructor Certification Program includes:

**PART 1:** Completion of 3 hours of Introduction to Mental Health and *Verbal Intervention*™ 3rd Edition online training.

**PART 2:** Participation in 6.5 hours of *Verbal Intervention*™ 3rd Edition activities and Certified Instructor live virtual training that includes: Preparing to teach the adult learner, comprehensive Instructor training practicum, managing the Certified Instructor role.

**PART 3:** Participation in 5.5 hours of live virtual 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
<b>Introduction</b>	<ul style="list-style-type: none"> <li>Describe mental health, which is not just the absence of mental disorder but a state of well-being.</li> <li>Identify factors that influence mental health to include environmental, social, psychological, biological, and cultural factors.</li> </ul>
<b>Mental Health Disorders</b>	<ul style="list-style-type: none"> <li>Define mental disorders specific to mood, anxiety, personality, and psychotic disorders which involve changes in thinking, mood, and behavior.</li> <li>Describe the symptoms of the disorders.</li> <li>Identify the demographics impacted by the disorders.</li> </ul>
<b>Myths and Stigmas About Mental Illness</b>	<ul style="list-style-type: none"> <li>Identify common myths associated with mental illness.</li> <li>Describe social stigmas and stereotypes associated with mental health disorders.</li> <li>Identify the negative impact stigmas have on individuals with mental health disorders.</li> </ul>
<b>Working Together to Combat Stigmas</b>	<ul style="list-style-type: none"> <li>Identify change strategies to combat stigmas, including education and interaction.</li> </ul>
<b>TOTAL TIME: 1 Hour</b>	

Verbal Intervention™ Training, 3rd Edition	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
<b>Introduction</b>	State the learning expectations and guidelines for the training. Explore the philosophy of the training.
<b>Module 1: Understanding Behavior and Its Risk</b>	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.
<b>Module 2: The CPI Crisis Development Model<sup>SM</sup></b>	Identify behavior using the CPI <i>Crisis Development Model</i> <sup>SM</sup> . Identify staff approaches effective in responding at each behavior level to prevent further escalation.
<b>Module 3: Integrated Experience</b>	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.
<b>Module 4: Supportive Communication Skills</b>	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.
<b>Module 5: Responding to Defensive Behaviors</b>	Identify stages of defensive behavior using the <i>Verbal Escalation Continuum</i> <sup>SM</sup> . Identify intervention strategies that are most effective at each stage.
<b>Module 6: Safety Interventions</b>	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.
<b>Module 7: Post-Crisis</b>	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.
<b>Conclusion and Assessment</b>	Summarize the training. Complete an online quiz and survey prior to classroom training.
<b>TOTAL TIME: 2 Hours</b>	

## Part 2: Classroom or Live Virtual Days

Verbal Intervention™ Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction</b>	State the learning expectations and guidelines for the training. Connect the philosophy of the training to the participants' values and relate the training to their experiences in the workplace.	<b>30 minutes</b>
<b>Module 1: Understanding Behavior and Its Risk</b>	Interpret the brain's response to threat as one of the causes of distress behavior. Identify the level of risk of the behavior and identify preventive strategies to mitigate risk.	<b>40 minutes</b>
<b>Module 2: The CPI Crisis Development Model<sup>SM</sup></b>	Identify behavior using the CPI <i>Crisis Development Model</i> <sup>SM</sup> . Apply staff approaches effective in responding at each behavior level to prevent further escalation.	<b>30 minutes</b>
<b>Module 3: Integrated Experience</b>	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.	<b>30 minutes</b>
<b>Module 4: Supportive Communication Skills</b>	Practice communication strategies to positively impact an individual's behavior and prevent or de-escalate a crisis. Identify how to prepare for a difficult conversation.	<b>35 minutes</b>
<b>Module 5: Responding to Defensive Behaviors</b>	Identify stages of defensive behavior using the <i>Verbal Escalation Continuum</i> <sup>SM</sup> . Use the appropriate intervention strategies that are most effective at each stage.	<b>50 minutes</b>
<b>Module 6: Safety Interventions</b>	In the moment of Risk Behavior, choose Safety Interventions that are a last resort, reasonable, and proportionate. Identify and apply non-restrictive verbal and environmental interventions to keep self, others, and the person safe when crisis escalates to risk behavior.	<b>25 minutes</b>
<b>Module 7: Post-Crisis</b>	Apply a framework that helps guide staff through the process of establishing Therapeutic Rapport and learning after a crisis.	<b>30 minutes</b>
<b>Conclusion</b>	Reflect on new learning and complete an action plan.	<b>10 minutes</b>
<b>Introduction to Instructor Training</b>	Orients participants to becoming CPI Certified Instructors and to the training materials. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Describe the role of a Certified Instructor.</li> <li>Determine best practice for organizing training materials and maintaining program continuity and consistency.</li> </ul>	<b>10 minutes</b>
<b>Teaching Content (Including Training Practice)</b>	Develops awareness and understanding of effective methods for teaching the content. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Explain the layout of the content in each module and the teaching sequence.</li> <li>Describe effective facilitation strategies such as the use of effective examples, responding to participants, and facilitating discussion questions.</li> <li>Practice applying facilitation strategies using sample content.</li> </ul>	<b>50 minutes</b>
<b>Facilitating Activities (Including Training Practice)</b>	Develops awareness and understanding of effective methods for facilitating activities. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Explain the benefits of using activities and the types of activities in the program.</li> <li>Describe strategies for effective facilitation of activities.</li> <li>Practice applying facilitation strategies using a sample activity.</li> </ul>	<b>40 minutes</b>
<b>Program Quality Standards</b>	Explores roles and responsibilities of the Certified Instructor, and benefits of CIPA membership. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Explain the program quality standards and benefits associated with Certified Instructors.</li> <li>List the components and requirements of the Certified Instructor Renewal Process.</li> <li>Identify the Certified Instructor Professional Association's (CIPA) mission, terminology, and membership benefits and support.</li> </ul>	<b>10 minutes</b>
<b>TOTAL TIME:</b>		<b>6.5 Hours</b>

## Specialized Topic (Mental Health)

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

# CPI Instructor Certification Program Components - CLASSROOM DELIVERY

## Program Hours – Classroom delivery

The 16.75-hour CPI Instructor Certification Program includes participation in *Verbal Intervention*™ 3rd Edition classroom activities and Certified Instructor training that includes preparing to teach the adult learner, comprehensive Instructor training practicum, and managing the Certified Instructor role.

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

Verbal Intervention™ Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction</b>	State the learning expectations and guidelines for the training. Connect the philosophy of the training to the participants' values and relate the training to their experiences in the workplace.	<b>30 minutes</b>
<b>Module 1: Understanding Behavior and Its Risk</b>	Interpret the brain's response to threat as one of the causes of distress behavior. Identify the level of risk of the behavior and identify preventive strategies to mitigate risk.	<b>45 minutes</b>
<b>Module 2: The CPI Crisis Development Model<sup>SM</sup></b>	Identify behavior using the <i>CPI Crisis Development Model<sup>SM</sup></i> . Apply staff approaches effective in responding at each behavior level to prevent further escalation.	<b>45 minutes</b>
<b>Module 3: Integrated Experience</b>	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.	<b>40 minutes</b>
<b>Module 4: Supportive Communication Skills</b>	Practice communication strategies to positively impact an individual's behavior and prevent or de-escalate a crisis. Identify how to prepare for a difficult conversation.	<b>60 minutes</b>
<b>Module 5: Responding to Defensive Behaviors</b>	Identify stages of defensive behavior using the <i>Verbal Escalation Continuum<sup>SM</sup></i> . Use the appropriate intervention strategies that are most effective at each stage.	<b>70 minutes</b>
<b>Module 6: Safety Interventions</b>	In the moment of Risk Behavior, choose Safety Interventions that are a last resort, reasonable, and proportionate. Identify and apply non-restrictive verbal and environmental interventions to keep self, others, and the person safe when crisis escalates to risk behavior.	<b>40 minutes</b>
<b>Module 7: Post-Crisis</b>	Apply a framework that helps guide staff through the process of establishing Therapeutic Rapport and learning after a crisis.	<b>40 minutes</b>
<b>Conclusion and Assessment</b>	Reflect on new learning and complete an action plan.	<b>20 minutes</b>
<b>TOTAL TIME:</b>		<b>6.5 Hours</b>

**DAY 2**

<b>Verbal Intervention™ Mental Health Training, 3rd Edition</b>		
<b>TRAINING COMPONENT</b>	<b>LEARNING INTENT AND OBJECTIVES</b>	<b>TIME NEEDED</b>
<b>Introduction to Instructor Training</b>	<p>Orients participants to becoming CPI Certified Instructors and to the training materials.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Describe the role of a Certified Instructor.</li> <li>• Determine best practice for organizing training materials and maintaining program continuity and consistency</li> </ul>	<b>35 minutes</b>
<b>Teaching Content (Including Training Practice)</b>	<p>Develops awareness and understanding of effective methods for teaching the content.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Explain the layout of the content in each module and the teaching sequence.</li> <li>• Describe effective facilitation strategies such as the use of effective examples, responding to participants, and facilitating discussion questions.</li> <li>• Practice applying facilitation strategies using sample content.</li> </ul>	<b>90 minutes</b>
<b>Facilitating Activities (Including Training Practice)</b>	<p>Develops awareness and understanding of effective methods for facilitating activities.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Explain the benefits of using activities and the types of activities in the program.</li> <li>• Describe strategies for effective facilitation of activities.</li> <li>• Practice applying facilitation strategies using a sample activity.</li> </ul>	<b>70 minutes</b>
<b>Program Quality Standards</b>	<p>Explores roles and responsibilities of the Certified Instructor, and benefits of CIPA membership.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Explain the program quality standards and benefits associated with Certified Instructors.</li> <li>• List the components and requirements of the Certified Instructor Renewal Process.</li> <li>• Identify the Certified Instructor Professional Association's (CIPA) mission, terminology, and membership benefits and support.</li> </ul>	<b>30 minutes</b>
<b>Introduction to Specialized Topic: Mental Health</b>	<p>Orients participants to the Mental Health specialty topic.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Connect with fellow participants and discuss how the care of individuals with mental illness applies to them.</li> </ul>	<b>30 minutes</b>
<b>Introduction to Mental Health</b>	<ul style="list-style-type: none"> <li>• Describe mental health, which is not just the absence of mental disorder but a state of well-being.</li> <li>• Identify factors that influence mental health to include environmental, social, psychological, biological, and cultural factors.</li> </ul>	<b>60 minutes</b>
<b>Mental Health Disorders</b>	<ul style="list-style-type: none"> <li>• Define mental disorders specific to mood, anxiety, personality, and psychotic disorders which involve changes in thinking, mood, and behavior.</li> <li>• Describe the symptoms of the disorders.</li> <li>• Identify the demographics impacted by the disorders.</li> </ul>	
<b>Myths and Stigmas About Mental Illness</b>	<ul style="list-style-type: none"> <li>• Identify common myths associated with mental illness.</li> <li>• Describe social stigmas and stereotypes associated with mental health disorders.</li> <li>• Identify the negative impact stigmas have on individuals with mental health disorders.</li> </ul>	
<b>Working Together to Combat Stigmas</b>	<ul style="list-style-type: none"> <li>• Identify change strategies to combat stigmas, including education and interaction.</li> </ul>	

Verbal Intervention™ Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Understanding and Awareness of Mental Health</b>	<p>Offers a better understanding of mental health and how it affects those we serve.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Apply this understanding to the specific population they serve.</li> <li>• Discuss and understand how they can support those with mental illness in their care.</li> <li>• Discuss implicit bias and understand how they can support people in their care.</li> </ul>	<b>60 minutes</b>
<b>Discussion and Application of Best Practices</b>	<p>Discussion of best practices in supporting those with mental illness and practice of these strategies.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Discuss relevant best practices for person-centered support for those with mental illness.</li> <li>• Practice and apply these strategies to a variety of workplace scenarios.</li> </ul>	<b>15 minutes</b>
<b>TOTAL TIME:</b>		<b>6.5 Hours</b>



## DAY 3 Specialized Topic (Mental Health)

Verbal Intervention™ Mental Health Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Discussion and Application of Best Practices</b>	<p>Discussion of best practices in supporting those with mental illness and practice of these strategies.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Discuss relevant best practices for person-centered support for those with mental illness.</li> <li>• Practice and apply these strategies to a variety of workplace scenarios.</li> </ul>	<b>45 minutes</b>
<b>Looking at Verbal Intervention™ Content and Mental Health</b>	<p>Discussion of <i>Verbal Intervention™</i> content through the lens of mental health.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Gain a deeper understanding of <i>Verbal Intervention™</i> content while learning how to apply mental health strategies to each module.</li> </ul>	<b>90 minutes</b>
<b>Restrictive Practices</b>	<p>Discussion of specific mental health considerations and how they apply to restrictive practices.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Gain a better understanding of the risks associated with restrictive practices for those with mental health disorders.</li> <li>• Understand how to avoid the use of restrictive practices with those they serve.</li> </ul>	<b>30 minutes</b>
<b>Facilitation Options</b>	<p>Learn how to train <i>Verbal Intervention™</i> content with mental health.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Explore options for blended and classroom delivery of refresher and initial training.</li> <li>• Discuss how to incorporate mental health content into <i>Verbal Intervention™</i> training.</li> </ul>	<b>30 minutes</b>
<b>Action Plan</b>	<p>Participants plan an implementation strategy to bring content back to their workplace.</p>	<b>30 minutes</b>
<b>TOTAL TIME:</b>		<b>3.75 Hours</b>

### 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.