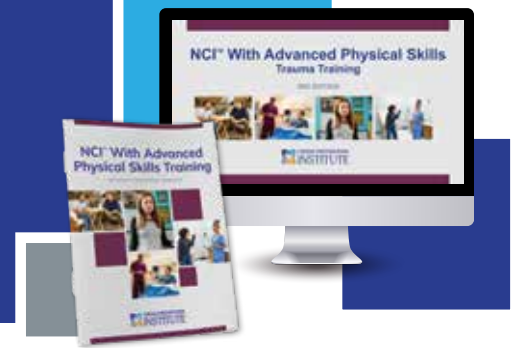


# NCI™ With Advanced Physical Skills Trauma Training, 3<sup>rd</sup> Edition

## CONTENT OUTLINE



## Program Summary and Philosophy

NCI™ With Advanced Physical Skills 3rd Edition 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 NCI™ With Advanced Physical Skills Trauma course provides staff with an effective framework for preventing, de-escalating, and safely responding to crisis behavior through the lens of the impact of trauma. 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. 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. This expands throughout the continuum of interventions necessary when working toward the reduction or elimination of restraint. The program realistically addresses the serious issue of restrictive intervention through careful assessment of risks and an evaluation of what is the last-resort, reasonable, proportionate, and least restrictive intervention. The principles and techniques taught in CPI's safety interventions (disengagement skills and holding skills) recognize the critical importance of staff confidence and their ability to safely respond to crisis situations. 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 three parts. Part one is an online course, which includes Introduction to Trauma and *Nonviolent Crisis Intervention*<sup>®</sup> training. Introduction to Trauma provides an overview of trauma, including the causes of trauma, its prevalence in the world, and resources to be trauma-responsive in your practice. Specific examples and intervention strategies are shared. Part two has four classroom days that focus on application of *Nonviolent Crisis Intervention*<sup>®</sup> content, advanced physical skills, and Instructor Training. Part three is one live virtual day focusing on trauma content.

## Program Objectives

- Identify types of trauma and their impact.
- Apply the principles of trauma-responsive practice to working with individuals in your care.
- 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.
- 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.
- Practice restrictive interventions for higher-risk situations in the workplace.

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 classroom and live virtual portions of the course include use of an Electronic Presentation with activities that will aid participants in the implementation of trauma-specific training for their NCI™ With Advanced Physical Skills 3rd Edition Training. 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 33-hour CPI Instructor Certification Program includes:

- PART 1:** Completion of 3 hours of Introduction to Trauma and *Nonviolent Crisis Intervention*® 3rd Edition online training.
- PART 2:** Participation in 24.5 hours of NCI™ With Advanced Physical Skills 3rd Edition Training classroom activities and Certified Instructor classroom 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 trauma 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 Trauma	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
<b>Introduction</b>	<ul style="list-style-type: none"> <li>• Course overview and Instructor introduction.</li> </ul>
<b>Overview of Trauma</b>	<ul style="list-style-type: none"> <li>• Identify traumatic events or circumstances.</li> <li>• Discuss the impact of experiencing traumatic events.</li> <li>• Explain the risks for adverse effects for those who experience traumatic events.</li> </ul>
<b>Types of Trauma</b>	<ul style="list-style-type: none"> <li>• Explain the differences between acute, chronic, and complex trauma.</li> <li>• Identify adverse childhood experiences and describe their correlation to health outcomes.</li> </ul>
<b>Impact of Trauma</b>	<ul style="list-style-type: none"> <li>• Describe the effect of trauma on the thinking brain and how it impacts an individual's response to perceived threat.</li> <li>• Define triggers and discuss how a trigger impacts a trauma survivor.</li> <li>• Describe the effects of adverse childhood experiences on brain development.</li> <li>• Define post-traumatic stress disorder and its impact on the individual.</li> </ul>
<b>Trauma Responsive Practice</b>	<ul style="list-style-type: none"> <li>• Describe the prevalence of trauma.</li> <li>• Identify principles of trauma-informed care.</li> <li>• Explain how to incorporate trauma-sensitive actions and language into the workplace.</li> </ul>
<b>TOTAL TIME: 1 Hour</b>	

Nonviolent Crisis Intervention® Training, 3 <sup>rd</sup> 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>	

## DAY 1 Part 2: Classroom Days

NCI™ With Advanced Physical Skills Trauma Training, 3 <sup>rd</sup> 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>20 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>20 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>20 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>25 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. Explore the formal documentation process when a non-restrictive disengagement or a restrictive intervention was used.	<b>30 minutes</b>
<b>Safety Interventions: Disengagement Skills</b>	<p>Explain Safety Intervention Considerations, Defendable Decision-Making, Safe and Cooperative Practice, and Principle-Based methodology in relation to using disengagements.</p> <p>Demonstrate use of CPI disengagement principles for Risk Behavior and use the Physical Skills Review Framework to convey reasoning for the intervention used as a response to risk presented.</p> <p>Use critical thinking that incorporates Dynamic Practice to respond to movement and energy.</p> <p>Problem solve utilizing the Physical Skills Review Framework and realistic application scenarios.</p>	<b>90 minutes</b>

NCI™ With Advanced Physical Skills Trauma Training, 3 <sup>rd</sup> Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Safety Interventions: Holding Skills</b>	<p>Explain Safety Intervention Considerations, Considerations with Touch, Defendable Decision-Making, Safe and Cooperative Practice, and Principle-Based methodology in relation to using holding skills.</p> <p>Describe how to consider the Risks of Restraints and the <i>Opt-Out Sequence</i><sup>SM</sup> when using the CPI holding principles.</p> <p>Demonstrate use of CPI holding principles for risk behavior and use the Physical Skills Review Framework to convey reasoning for the intervention used as a response to risk presented.</p> <p>Use critical thinking that incorporates Dynamic Practice to respond to movement and energy.</p> <p>Problem solve utilizing the Physical Skills Review Framework and realistic application scenarios.</p>	<b>65 minutes</b>
<b>Conclusion</b>	Reflect on new learning and complete an action plan.	<b>15 minutes</b>
<b>TOTAL TIME:</b>		<b>6.5 Hours</b>

## DAY 2 Part 2: Classroom Days

NCI™ With Advanced Physical Skills Trauma Training, 3 <sup>rd</sup> Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<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>• Explain the requirements for a successful instructor certification.</li> <li>• Determine best practice for organizing training materials and maintaining program continuity and consistency.</li> </ul>	<b>30 minutes</b>
<b>Teaching Content</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>60 minutes</b>
<b>Facilitating Activities</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>50 minutes</b>
<b>Adapting Your Training</b>	<p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Identify how to customize the program to meet their learners' needs.</li> <li>• Explain considerations to identify their staff training needs and individual needs.</li> <li>• Explain considerations for preparation and adaptation to meet these learner needs.</li> <li>• Practice adapting training using sample content.</li> </ul>	<b>10 minutes</b>
<b>Training Practice/ Practicum Assignment</b>	<p>Participants apply the knowledge and skills gained by teaching content and facilitating activities from a sample module.</p>	<b>240 minutes</b>
<b>TOTAL TIME:</b>		<b>6.5 Hours</b>

## DAY 3 Part 2: Classroom Days

NCI™ With Advanced Physical Skills Trauma Training, 3 <sup>rd</sup> Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introductions and Program Reflections</b>	Participants review successful instructor certification requirements and reflect on the training practice from the day before.	<b>30 minutes</b>
<b>Safety Interventions Disengagement Skills Review and Expansion</b>	Review and practice applying disengagement skills. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Apply principles of disengagement to a variety of realistic situations.</li> <li>Review Physical Skills Review Framework to convey reasoning for the level of intervention used as a response to risk presented.</li> </ul>	<b>60 minutes</b>
<b>Safety Interventions Holding Skills Review and Expansion</b>	Review and practice applying holding skills. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Apply principles of holding to a variety of realistic situations.</li> <li>Practice how to add staff to assist with holding skills.</li> <li>Practice applying the principles of Children’s Seated Holding when an individual is on the floor.</li> <li>Review Physical Skills Review Framework, Risk of Restraints, and <i>Opt-Out Sequence</i><sup>SM</sup> to convey reasoning for the level of intervention used as a response to risk presented.</li> </ul>	<b>90 minutes</b>
<b>Floor Transition and Emergency Floor Holding: Supine</b>	Learn how to respond effectively when an individual is in risk behavior. Build the confidence of staff in their ability to keep themselves and others safe using Emergency Floor Hold: Supine. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Safely manage an individual who is moving from a standing to seated or supine position on the floor.</li> <li>Practice applying the principles of holding for Emergency Floor Hold: Supine.</li> <li>Review Physical Skills Review Framework, Risk of Restraints, and <i>Opt-Out Sequence</i><sup>SM</sup> to convey reasoning for the level of intervention used as a response to risk presented.</li> </ul>	<b>60 minutes</b>
<b>Floor Transition and Emergency Floor Holding: Supported Prone</b>	Learn how to respond effectively when an individual is in risk behavior. Build the confidence of staff in their ability to keep themselves and others safe using Emergency Floor Hold: Supported Prone. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Safely manage an individual who is moving from a standing to a kneeling or lying position on the floor.</li> <li>Practice applying the principles of holding for Emergency Floor Hold: Supported Prone.</li> <li>Practice applying the principles of Emergency Floor Holding: Supported Prone to Supine.</li> <li>Review Physical Skills Review Framework, Risk of Restraints, and <i>Opt-Out Sequence</i><sup>SM</sup> to convey reasoning for the level of intervention used as a response to risk presented.</li> </ul>	<b>80 minutes</b>
<b>Scenario Practice Activities</b>	Practice and rehearse skills learned in the program through scenarios simulating “real-world” situations. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Assess the prevailing risk presented by an individual in distress.</li> <li>Apply appropriate intervention skills learned in the program.</li> <li>Use corrective actions in response to warning signs of physical and/or psychological distress occurring during the application of physical interventions.</li> <li>Debrief after physical interventions.</li> <li>Provide peer-to-peer feedback.</li> </ul>	<b>40 minutes</b>
<b>TOTAL TIME</b>		<b>6 Hours</b>

## DAY 4 Part 2: Classroom Days

NCI™ With Advanced Physical Skills Trauma Training, 3 <sup>rd</sup> Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<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>• Explain the importance of training as an ongoing process.</li> <li>• Demonstrate familiarity with the resources, processes, and procedures for initial and refresher training programs.</li> <li>• Identify the Certified Instructor Professional Association's (CIPA) mission, terminology, and membership benefits and support.</li> </ul>	<b>30 minutes</b>
<b>Assessing Competency</b>	<p>Guides participants through the assessment of their learners' competence to award them a Blue Card®.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Describe the various strategies and tools they can use during and at the end of the training to assess their learners' competency.</li> <li>• Identify next steps when their learners are struggling or not able to demonstrate competence.</li> </ul>	<b>15 minutes</b>
<b>Safety Interventions Teaching Practice and Assessment – Disengagement Skills</b>	<p>Assesses proficiency in teaching Safety Interventions – Disengagement Skills.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• List key principles.</li> <li>• Apply knowledge of key principles when answering questions about disengagement skills.</li> <li>• Review Physicals Skills Review Framework.</li> <li>• Demonstrate ability to teach disengagement skills using CPI's Safety Intervention teaching framework.</li> <li>• Identify group facilitation techniques that can best engage staff and enhance learning.</li> </ul>	<b>45 minutes</b>
<b>Safety Interventions Teaching Practice and Assessment – Holding Skills</b>	<p>Assesses proficiency in teaching concepts and strategies of CPI's Safety Interventions – Holding Skills.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Review key principles.</li> <li>• Apply knowledge of key principles when answering questions about holding skills.</li> <li>• Review <i>Opt-Out Sequence</i><sup>SM</sup>, Physical Skills Review Framework, and Risk of Restraints.</li> <li>• Demonstrate proficiency teaching holding using CPI's Safety Intervention teaching framework.</li> </ul>	<b>30 minutes</b>
<b>Safety Interventions Teaching Practice and Assessment – Advanced Physical Skills</b>	<p>Assesses proficiency in teaching concepts and strategies of CPI's Safety Interventions – Advanced Physical Skills.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• List key principles.</li> <li>• Apply knowledge of key principles when answering questions about Advanced Physical Skills.</li> <li>• Review <i>Opt-Out Sequence</i><sup>SM</sup>, Physical Skills Review Framework, and Risk of Restraints.</li> <li>• Demonstrate proficiency teaching Advanced Physical Skills using CPI's Safety Intervention teaching framework.</li> </ul>	<b>150 minutes</b>



NCI™ With Advanced Physical Skills Trauma Training, 3 <sup>rd</sup> Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Scenario Practice Activities</b>	<p>Practice and rehearse skills learned in the program through scenarios simulating “real-world” situations.</p> <p><b>Participants will:</b></p> <ul style="list-style-type: none"> <li>• Assess the prevailing risk presented by an individual in distress.</li> <li>• Apply appropriate intervention skills learned in the program.</li> <li>• Use corrective actions in response to warning signs of physical and/or psychological distress occurring during the application of physical interventions.</li> <li>• Debrief after physical interventions.</li> <li>• Provide peer-to-peer feedback.</li> </ul>	<b>30 minutes</b>
<b>Instructor Exam</b>	Participants will take the instructor exam as the final component of their certification.	<b>30 minutes</b>
<b>TOTAL TIME:</b>		<b>5.5 Hours</b>

## DAY 5 Part 3: Specialized Topic (Trauma)

NCI™ With Advanced Physical Skills Trauma Training, 3 <sup>rd</sup> Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
<b>Introduction</b>	Orients participants to the trauma specialty topic. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Connect with fellow participants and discuss how the care of individuals with trauma applies to them.</li> </ul>	<b>30 minutes</b>
<b>Understanding and Awareness of Trauma</b>	Offers a better understanding of trauma 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 trauma.</li> <li>Apply this understanding to the specific population they serve.</li> <li>Discuss and understand how they can support those with trauma 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 trauma 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 trauma.</li> <li>Practice and apply these strategies to a variety of workplace scenarios.</li> </ul>	<b>60 minutes</b>
<b>Looking at Nonviolent Crisis Intervention® Content and Trauma</b>	Discussion of <i>Nonviolent Crisis Intervention</i> ® content through the lens of trauma. <b>Participants will:</b> <ul style="list-style-type: none"> <li>Gain a deeper understanding of <i>Nonviolent Crisis Intervention</i>® content while learning how to apply trauma-specific strategies to each module.</li> </ul>	<b>90 minutes</b>
<b>Restrictive Practices</b>	Discussion of specific trauma 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 trauma.</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>Nonviolent Crisis Intervention</i> ® content with trauma 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 trauma-specific content into <i>Nonviolent Crisis 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>

## 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.