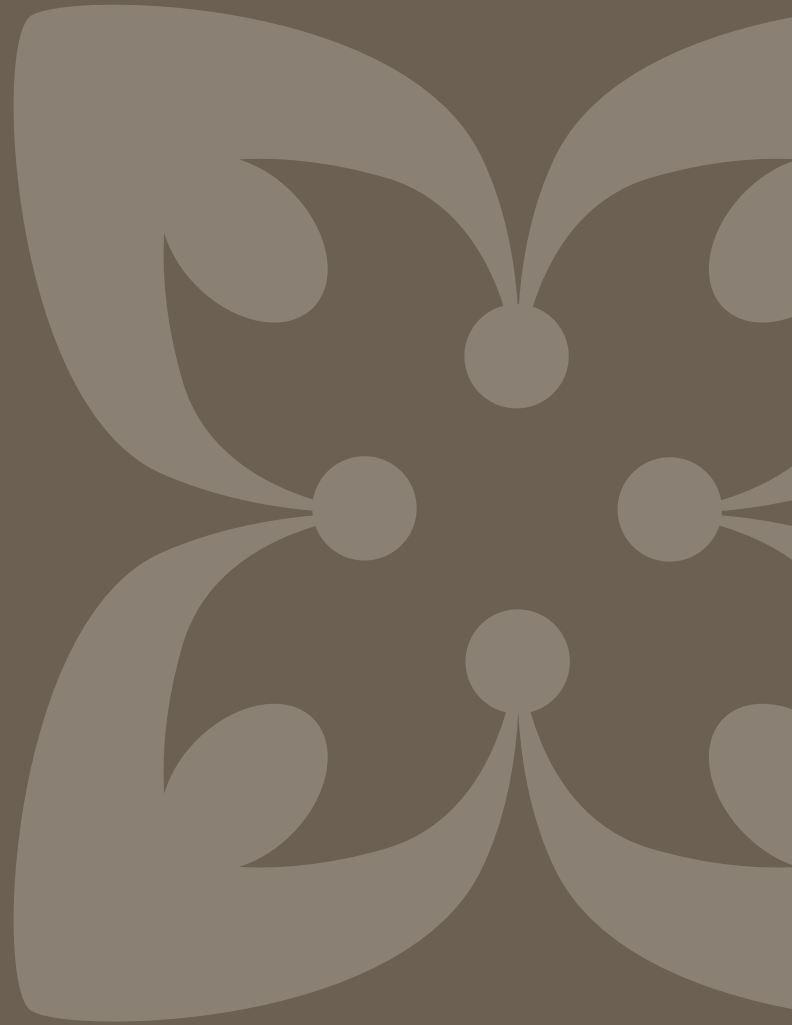




nonviolent crisis intervention
a CPI specialized offering

CPI's Recommended Practices



care, welfare, safety, and securitySM

CPI's Recommended Practices

Conducting Successful Trainings and Maintaining Instructor Certification

CPI's *Nonviolent Crisis Intervention*[®] training is effective in teaching people to safely manage aggressive behavior, not only because of the program's content, but also because of the way in which it is taught. The success of the program is due, in part, to the quality standards CPI requires Certified Instructors to follow as they organize, plan, conduct, and document their training programs. CPI applies these standards to recognize and validate trainings and to ensure Certified Instructors maintain their certification to conduct *Nonviolent Crisis Intervention*[®] programs.

This document identifies and describes reasons behind the standards Certified Instructors are expected to follow to maintain training program integrity and quality. The standards are also in place to assist Certified Instructors with organizing and implementing their training programs. Instructors should review these standards before they schedule, conduct, and document their trainings.

You can enhance the effectiveness of your training program by taking the time before the training is scheduled to assess the needs of your audience and the requirements of your organization. Included below are a few key areas you should assess and address. A complete copy of the *Nonviolent Crisis Intervention*[®] Instructor Manual may be accessed at the Instructor website at crisisprevention.com.

Important Considerations for Planning Your Training

Determine Program Content for Initial Training: The decision of what is covered in the training should be an institutional decision based upon organizational policies and procedures, accreditation or legislative requirements, and participants' skill levels and job responsibilities. To more effectively meet the needs of your participants, determine whether your participants need to be trained in Units I–X, including the physical interventions, or Units I–VII and Unit X, including only CPI's *Personal Safety Techniques*SM. Schedule and conduct the training that best addresses their needs. If you need to conduct the full training (Units I–X) for only some of your staff, CPI recommends that you schedule that training separately. To be recognized by CPI as a valid training, initial *Nonviolent Crisis Intervention*[®] training programs are to be taught in one of these formats. CPI recommends organizations conduct full trainings or formal refresher courses once every six to 12 months to support and reinforce participant learning and promote training transfer.

Initial Training Delivery Options: CPI offers two delivery options for initial training, a traditional face-to-face delivery and a blended learning approach, which offers organizations another option for delivering *Nonviolent Crisis Intervention*[®] training programs to staff members. CPI's hybrid training program provides Certified Instructors the option of conducting *Nonviolent Crisis Intervention*[®] training using a blended learning approach. The hybrid training teaches the same principles, concepts, and philosophy taught in the traditional training program using a combination of web-based and classroom instruction. The hybrid training option is an effective delivery option for organizations who must provide training to staff at different locations or who work different shifts. It is also an attractive option for staff members who find it difficult to be away from their jobs to attend training for an extended period. The decision whether to deliver *Nonviolent Crisis Intervention*[®] training using CPI's hybrid training option is an organization's decision that should be based upon the Instructor's

expertise, as well as participants' comfort and experience with online learning and access to technology. Certified Instructors complete the online hybrid authorization course as a prerequisite or attend the Hybrid Instructor Training course to be authorized to conduct hybrid trainings.

Approved Workbooks and Training Materials: To ensure the content of *Nonviolent Crisis Intervention*[®] training is delivered consistently and accurately, CPI expects Certified Instructors to provide each participant an approved *Nonviolent Crisis Intervention*[®] workbook (or training aid) for each training. Before you schedule your training program, check to see if you have enough of the appropriate workbooks or training materials on hand. Providing each participant the appropriate workbook is essential to the success of your training. The workbooks reinforce the participants' learning by encouraging them to write down notes and provide written examples of how the concepts apply to the realities of their jobs. The workbooks also provide participants a resource they can refer to after the training event is over and that serves as a valuable job aid. All CPI training materials and program content are protected under international copyright laws. Certified Instructors should contact CPI regarding questions or concerns related to copyright issues and appropriate use of Participant Workbooks.

The Training Room: Selecting and preparing an appropriate room for conducting the training can influence participants' perception of the training and willingness to fully participate in the program. Certified Instructors should schedule the training in a room that is conducive to teaching physical skills, facilitating training activities, and presentations. The space should be large and open so Instructors can see participants at all times. Participants should also have adequate space to practice and demonstrate the physical techniques without interfering with other groups or running into obstacles or walls. Carpeting, air conditioning, and proper ventilation are also important considerations when scheduling the room.

Effective Program Length: CPI recommends the *Nonviolent Crisis Intervention*[®] training program (Units I–X) be taught in a moderately paced 12-hour format. The training is most effective when taught over two moderately paced six-hour days, excluding breaks and lunch. Scheduling the training over two consecutive days provides sufficient time for participants to learn and practice the physical techniques associated with *Nonviolent Crisis Intervention*[®] training. To promote training quality and ensure participant safety, the following minimum program length standards need to be maintained for the traditional face-to-face training: Units I–X, including physical restraints, are to be taught in a minimum of eight hours. Units I–VII and Unit X, without physical restraints, are to be taught in a minimum of six hours. Instructors can extend the training beyond the recommended 12 hours. However, CPI will only credit up to 16 training hours to the Certified Instructor for a single training.

Initial Trainings: The length of time for which the training program is scheduled depends upon a variety of factors including training program content, class size, skill level of participants, delivery option selected, and Instructor experience. From our years of training this content, we have determined that the most effective learning occurs if the content is taught in the progression outlined in the Course Continuity portion of the Manual and in the times recommended. This allows you sufficient time to use the interactive exercises, incorporate the participant examples, and also safely introduce, demonstrate, and practice the physical components in Units VII and VIII. If you train within these parameters, CPI will accept your trainings and credit you with training hours.

Hybrid Delivery Option: Instructors delivering the initial training using CPI's hybrid delivery option are expected to meet the following minimum program length standards: All units (I–X) are taught, including physical restraints, in a minimum of four hours of classroom time. Participants should plan on a minimum of two to four hours for completing web-based instruction before attending the classroom portion of the course; Units I through VII and Unit X are taught in a minimum of three hours of classroom time. Participants should plan on a minimum of two to three hours for completing the web-based instruction before attending the classroom portion of the training. The time participants spend on completing the web-based portion of the training may vary greatly depending upon the technology skills of the participants.

Formal Refresher Trainings: Fixsen (2005) emphasizes how a “one and done” training event is not sufficient to promote adequate learning of knowledge and skills. CPI offers a variety of formal refresher programs that are not only designed to help Certified Instructors provide new, interesting, and relevant trainings to their participants—but also to reinforce the core concepts taught in the initial *Nonviolent Crisis Intervention*[®] program. Refresher programs may vary in content and recommended length of training, but all formal refresher programs include a pre-test, a review of core models such as the *Crisis Development Model*SM, *Verbal Escalation Continuum*SM, *COPING Model*SM, and Classroom Models for personal safety and physical interventions, as well as a post-test. CPI will validate a training program as a formal refresher if the Instructor follows CPI standards for using the associated training materials, incorporates the required content, and conducts the program following the minimum of three hours and maximum 12-hour program length requirements.

Scheduling of Training Programs

Teach the *Nonviolent Crisis Intervention*[®] Program Before Teaching a Refresher: CPI's *Nonviolent Crisis Intervention*[®] initial training is designed to provide participants a comprehensive introduction to the principles, concepts, and basic skills associated with crisis prevention and intervention. The initial training can take a minimum of six to eight hours to ensure participants have the time and opportunity to learn, practice, and apply the information in a meaningful way. The initial course is considered a prerequisite course for all formal refreshers and advanced trainings. Participants should attend a refresher course only after they have successfully completed the initial training. Instructors often report that teaching the basic course helps them to develop and solidify their own understanding of *Nonviolent Crisis Intervention*[®] concepts, before training refresher courses, which emphasize reviewing and applying initial course content.

Team Teaching for Up to Three Certified Instructors: CPI allows up to three Certified Instructors from the same Base of Employment to train *Nonviolent Crisis Intervention*[®] training as a team. This is an excellent way for an organization to incorporate new Instructors into its training team. Team teaching will take some additional planning and coordination to assure a seamless training. This is also a good way to utilize the strengths, styles, and varied examples of the Instructors. Safety is enhanced as well when demonstrating and practicing the physical components of the training. If all three Instructors train any of the units of the course, each Instructor will receive full training credit hours for the entire course taught.

Program Enrollments—Class Size: CPI recognizes that Instructors may have a range of class sizes depending on their organization's need for training. CPI will accept a class roster with one to 40 participants. Training program enrollments should be limited at a maximum of 40 participants because a class that is too large raises issues with safety and supervision, especially during the physical portions of the course. A class larger than 40 also limits the amount of participation and interaction among those in the course. A very small class can also present a unique set of challenges. Although a small class does allow much individual attention

and assistance, it does limit the amount, range, and depth of participant and peer interaction, as well as the ability of the Instructor to properly demonstrate the physical interventions. Because many organizations need to train staff before they start their jobs, CPI recommends organizations consider using hybrid training or ask their new staff member to complete CPI's *The Preventive Techniques II* online video until a formal training can be scheduled.

An ideal class size is somewhat dependent upon the content that is taught and the expertise of the Instructor, but generally, a class of 10 to 25 participants is a manageable size because it promotes participant interaction, engaged participation, problem solving, and thorough practice of physical skills, discussions, and application of core content to your workplace.

Scope of Certification at Your Base of Employment: CPI defines your Base of Employment as the place where you work. Once you successfully complete your Instructor Certification Program, you are authorized to conduct *Nonviolent Crisis Intervention*® trainings at the place where you work, and you are allowed to train the people you work with. CPI will only validate trainings that you conduct within your Base of Employment. This stipulation is also in place for your protection from possible liability issues. Conducting trainings at your Base of Employment also helps to promote training quality and maintain program integrity. You can better tailor examples and course content to the needs of your staff and help your staff apply the concepts of the training to the day-to-day realities of their job. Instructors who only train within their Base of Employment also help to ensure the Instructor is available to conduct ongoing trainings and formal refreshers, as well as respond to ongoing questions in a timely manner.

Course Continuity Outline and Course Sequence: To promote course integrity and participant safety, Instructors should teach the units in the sequence outlined in the Course Continuity portion of the Instructor Manual. The Course Continuity Outline portion of the Manual lists the order in which the units should be presented and the approximate times that it will take to present each unit. The course is structured in such a way that each unit builds on the previous one.

For example, the pre-test sets the stage for learning and allows participants to actively engage early in the course. Presenting the *Crisis Development Model*™ at the beginning of the training helps participants organize their thinking about how a crisis moment can escalate from verbal to more physically disruptive or dangerous behavior. Also, presenting *CPI Personal Safety Techniques*™ before the team physical intervention techniques provides a sound progression for teaching physical skills and offers Certified Instructors the ability to choose to not teach the *Nonviolent Physical Crisis Intervention*™. CPI's *Personal Safety Techniques*™ are less restrictive than *Nonviolent Physical Crisis Intervention*™. Furthermore, conducting the Postvention process with the *COPING Model*™ helps lay the groundwork for preventing the next possible situation.

Through CPI's years of training experience teaching the *Nonviolent Crisis Intervention*® program, we have learned that teaching the course in the progression prescribed can maximize learner outcomes. This will also allow you sufficient time to use the interactive exercises, incorporate the participant examples, and also safely introduce, demonstrate, and practice the physical components in Units VII and VIII. To bring closure to the training and help you assess participant foundational knowledge, the post-test is the final unit of the training.

Some organizations will ask their Certified Instructor to teach related content in conjunction with the prescribed *Nonviolent Crisis Intervention*® curriculum. If you need to teach participants about other emergency procedures or required regulations, please first complete your *Nonviolent Crisis Intervention*® training and acknowledge to participants that you are now moving into other content.

Train Only CPI Physical Intervention Strategies: In some organizations, some staff may have been trained at other times by other providers of crisis intervention. *Nonviolent Crisis Intervention*® Instructors are allowed to only train the course content they have been certified and approved to use as described in the *Nonviolent Crisis Intervention*® Instructor Manual and taught within the Instructor Certification Program. It can be confusing and even dangerous for staff to “mix and match” several different physical intervention techniques from other providers. Teaching only *Nonviolent Crisis Intervention*® strategies decreases the potential of risk and harm to the staff and care receivers, and it can increase everyone’s care and well-being. CPI is recognized as world leader in safe crisis intervention skills and techniques, and is approved by many regulatory and guidance agencies. CPI is able to support Instructors and organizations as long as your training is within the scope of the *Nonviolent Crisis Intervention*® training Instructor Manual, related standards, and recommended practice.

Complete Training Within Two Weeks: CPI understands the challenges of scheduling training and keeping services to care receivers at sufficient staffing levels. If you need to deliver the course content over several sessions, CPI recommends you complete the entire training within two weeks and that you schedule the training sessions in a minimum of three-hour blocks of time. This will help reduce the need for re-teaching previous content or extensive reviewing of content in subsequent sessions. If you wait more than two weeks to complete the course, participants’ retention of course content may decrease. Limiting the training to one or two days also helps to reduce the potential number of staff who may be unable to attend all the training sessions and alleviates problems you may encounter when monitoring whether participants attended and successfully completed the entire training program.

Maintaining Program Integrity

As a Certified Instructor, you play a critical role in ensuring your trainings are conducted with quality and integrity. You can impact program integrity by the way you manage, administer, and grade post-tests, issue Blue Card™ confirmations, and review and utilize participant evaluations. CPI offers the following recommendations to promote program integrity and maintain program quality.

Expectations for Post-Tests: The CPI post-test provides you an opportunity to assess whether your participants have successfully gained an understanding of core course content. Instructors should administer the post-tests at the completion of the training. You should grade the post-tests according to the organization’s standard, and to determine if there are any areas of course content participants need to review. Assuring that all participants complete a post-test also assures CPI that an Instructor sufficiently covered and completed a uniform body of content.

Although there are many ways to manage the post-tests, many Instructors remove the post-tests from the workbooks before the start of training and distribute post-tests to participants at the end of the training. If you are using the Blue Card™ workbook, you should not separate the Blue Card™ confirmations from the post-tests until you are ready to distribute the Blue Card™ confirmations to your participants.

Post-tests can be given orally if a participant has difficulty writing due to a language barrier, a physical impairment, or some other limitation. If you give an oral post-test, please write down the answers given by the participant and grade it as you would any other post-test. For your own records, you should note that the test was given orally.

Grading of Post-Tests: As the Instructor of the training program, you are responsible for grading the post-tests. You and your organization have the discretion to determine what criteria are used for passing participants. Grade the tests according to whatever standards you and your organization have established. Many Instructors develop a point system or a percentage system and designate a passing grade that is required of all participants. Examples of criteria for successful completion include: attendance and active participation throughout the entire program; understanding and demonstration of the program philosophy, concepts, and principles; demonstration of competency in the physical intervention skills taught and practiced; or answering the post-test questions correctly (you determine what percentage is passing) and satisfying the requirements of other assessments as deemed appropriate by your organization.

Should a Participant Not Pass a Post-Test: There may be times when one of your participants does not pass the post-test, or does not meet some other requirement you have established for successful completion. Some suggestions for dealing with this situation include spending some time with the person individually to help him better understand the parts of the program that are causing difficulty and having the participant review his notes and/or watch a *Nonviolent Crisis Intervention*[®] issue-specific DVD training program and then retake the post-test. If you believe there was a barrier to taking a written post-test, give the person the opportunity to take the test orally, or ask the person to repeat the training program the next time it is offered to retake the post-test. Although CPI recommends the participant answer at least 80% of the questions correctly to successfully pass the test, it is up to the Instructor and his/her organization to determine the criteria for passing the post-test and training.

Reviewing Evaluations: The participant evaluation provides an opportunity for you to assess the effectiveness of your *Nonviolent Crisis Intervention*[®] training session. The evaluation form is designed to reflect whether or not the training has met stated objectives. You can use the rankings on the evaluation forms, along with participant comments, to assist you in recognizing the strengths of your program, as well as identifying areas that may need further development. Encourage the staff you train to use the comment section on the evaluation form to identify areas in which they would like further information or practice. You can also use this information to select and plan your next refresher training and reviews that can then be planned with these needs in mind.

Blue Card[™] Confirmations: When you sign the Blue Card[™], you are stating that the person whose name appears on the card has successfully completed training conducted according to the quality standards outlined in the *Nonviolent Crisis Intervention*[®] Instructor Manual. You and your organization have the responsibility to decide, according to your organization's policies and procedures, who receives a Blue Card[™] and what that card signifies. Use the Blue Card[™] confirmations in a way that will be most beneficial to your staff and facility. Choose an expiration date that is consistent with your organization's policies and procedures and include information regarding the units covered in the training. CPI recommends that participants return to a full training course or a formal refresher course once every six to 12 months.

Certified Instructors should give each participant who successfully completes CPI's *Nonviolent Crisis Intervention*[®] initial training and formal refreshers a Blue Card[™]. The Blue Card[™] is considered a confirmation of training for participants and is recognized by many accreditation agencies and organizations as an important credential. Instructors who purchase the Blue Card[™] workbooks can distribute the Blue Card[™] confirmations located at the back of each Participant Workbook on the last day of training. They should document the training online immediately after the training. Instructors who choose to use the workbooks without Blue Card[™] confirmations are to document their trainings online and mail the post-tests and appropriate paperwork to CPI. CPI will validate the trainings and send the Blue Card[™] confirmations to the Instructor. This process can take a few weeks to complete.

Documenting Your Trainings

It is important to remember your trainings are not recognized as valid trainings until you successfully complete CPI's documentation process. When you document your trainings with CPI, you are stating that you have conducted your training according to CPI's Quality Standards for *Nonviolent Crisis Intervention*[®] training previously described in this document.

CPI offers the following options for documenting your trainings:

- **Blue Card™ Workbook Documentation Process:** If you conducted the training using a CPI Blue Card™ workbook, you can complete the entire documentation process online. You do not need to send anything to CPI. Just go to **crisisprevention.com**, log in to your Instructor account, find the Document Training page, and follow all on-screen directions. CPI's Quality and Validation Department will review and validate your trainings and update your training record soon after you complete the online documentation process. This is the most efficient process for documenting your trainings. You can give your participants their Blue Card™ confirmations immediately at the end of training.
- **Online Documentation Process:** If you conducted the training using a workbook that does not include a CPI Blue Card™, you will need to complete a different process for documenting your training. Go to **crisisprevention.com**, log into your Instructor account, find the Document Training page, and follow all on-screen directions. Print out the confirmation (web ID page), and mail a copy of the confirmation page along with original completed post-tests to CPI. We recommend that you make copies of these items for your own files before mailing the originals to CPI. Mail all the original documents to: CPI, 10850 W. Park Place, Suite 600, Milwaukee, WI 53224. CPI's Quality and Validation Department will review and validate your trainings and will mail you the Blue Card™ confirmations soon after receiving your documentation.
- **Paper Roster Documentation:** If you do not have access to a computer or the internet, you may choose to document your training by filling out a paper roster and mailing the following information to CPI: completed training roster and original completed post-tests. We recommend that you make copies of these items for your own files before mailing the originals to CPI. Mail all original documents to: CPI, 10850 W. Park Place, Suite 600, Milwaukee, WI 53224. CPI's Quality and Validation Department will review and validate your trainings and will mail you the Blue Card™ confirmations soon after receiving your documentation.

Submit Roster at the End of Training: Rosters provide a record of training and help CPI confirm the training was conducted according to CPI quality standards outlined within the Instructor Manual. Instructors should wait until the training is completed before submitting the roster to CPI. Only one roster should be submitted for each training, even if the training was conducted over multiple days or sessions.

Document Training Within 30 Days: A training is recognized as a valid training when you complete the documentation process and CPI's Quality and Validation Team reviews the training. You should submit the documentation within 30 days of the completion of the program so that CPI can validate the training and apply training hours to your Instructor account. This also assures your training record is current.

Maintaining Your Instructor Certification

CPI is committed to the highest quality training standards and the promotion of best practices for crisis prevention and intervention training. The Instructor Excellence Renewal Process ensures that Certified Instructors receive the information and support they need to maintain and improve their skills to conduct *Nonviolent Crisis Intervention*[®] training programs. Certified Instructors that fulfill the following Instructor Excellence Renewal and training requirements remain active Instructors and maintain their authorization to conduct *Nonviolent Crisis Intervention*[®] training programs.

Initial Certification: Instructors earn their initial certification to conduct *Nonviolent Crisis Intervention*[®] training programs by successfully completing the Four-Day Instructor Certification Program. During the Instructor Certification Program, Instructors are assessed on multiple criteria: commitment to the philosophy of *Care, Welfare, Safety, and Security*SM; full participation in the training and all activities; competency testing of the physical skills and ability to teach them; a comprehensive written exam regarding course content; and teaching practicums of core content. Instructors who demonstrate competency in each of these areas and successfully complete the program earn an authorization to conduct *Nonviolent Crisis Intervention*[®] training programs. Instructors maintain their authorization by fulfilling annual training and Instructor renewal requirements.

Train at Least Two Courses per Year: To solidify learning for both the Instructor and participants, CPI expects Instructors to conduct at least two formal trainings each year. You may have heard the saying that, “If you do not use it, you can lose it.” The more often Instructors train, the better they will become at the training. The more often staff review or are refreshed, the more likely these staff will increase their skills with care receivers. For these reasons, CPI expects Instructors to conduct at least two courses per year. CPI also recommends Instructors train soon after they complete their Instructor Certification Program, while the program content and training activities are fresh in their minds.

Train a Minimum of 18 Hours per Year: There will simply be more relevance for staff if you conduct more than one training per year. The transfer of learning from the classroom to the work station is enhanced. Also, from our experience of over 30 years, the model of two moderately paced trainings of 8 to 12 hours in total has been proven to be about the right amount of time for the initial course. At most organizations, one really, really long training of 18 hours or more is not very practical, nor as effective in maximizing the learning by your staff.

Take a Test Every Two Years: CPI asks Instructors to take a written exam every two years to maintain their Instructor Certification. Currently, this is available in an online format. This provides CPI further assurances that you are still training the course content you were originally approved to train. If you attend a CPI training program before the end of these two years, you are exempt from taking this test.

Attend a Training Program Every Four Years: Every four years, you will need to attend a CPI training program where you will review all course content and also be re-assessed on your teaching of the physical components of the *Nonviolent Crisis Intervention*[®] program. This further allows you to problem solve any areas of concern and assure the training is safe for both staff and the caregivers supported. The four-year requirement aligns with best practices prescribed by many regulatory agencies. This requirement also provides CPI further assurances that you are still training the physical components of the course content as you were originally approved to train, and the requirement reduces “training drift”.

Only Active Instructors May Train: Only active Instructors are authorized to conduct *Nonviolent Crisis Intervention*[®] programs. You can maintain your active Instructor status by conducting and documenting 18 hours of training each year, paying your Instructor Association annual membership fee, and completing the appropriate two-year and four-year Instructor renewal requirements. Training the course regularly and maintaining an active status helps you keep your training skills sharp and prepares you to provide continual support to the individuals you have trained.

Attend a Full Training Program if Inactive for Four or More Years: Some organizations do not provide Instructors sufficient opportunities to train annually and meet CPI's minimum annual training requirements. If you become inactive for at least four years, you will need to attend a Four-Day Instructor Certification Program to renew your Instructor certification. CPI maintains this standard to keep Instructors current in their training knowledge and expertise of *Nonviolent Crisis Intervention*[®] training programs.

Can Charge Only Nominal Fees to Recover Incidental Costs: Certified Instructors are allowed to charge a per person training fee to cover the incidental costs associated with conducting a training. Examples of incidental costs include fees to secure a training venue, fees to cover the costs for Participant Workbooks, and fees to pay for beverages and snacks. Instructors need to be an employee of the organization and should not conduct trainings outside of their Base of Employment. Such a practice would place the Instructor at risk for encountering personal liability issues. The Instructor would also be acting as an independent contractor, which is a violation of CPI's Base of Employment agreement.

Pay Annual Instructor Association Membership Fee to Receive Benefits: To promote Certified Instructors' continual professional development and to provide Instructors access to the tools, instructional materials, and resources they need to conduct effective training programs, Certified Instructors are to be members of the Certified Instructor Association and pay an annual membership fee as part of their annual Instructor renewal program. Involvement with this association helps Certified Instructors stay current with best practices, connect with other professionals, and receive up-to-date information about new training resources and requirements. Additional membership benefits include phone consultations, access to eLearning webinars and resources, CPI's online documentation of training system, training resources, legislative information, and subscriptions to publications such as the *Journal of Safe Management of Disruptive and Assaultive Behavior* (JSM) and monthly newsletters.

May Teach Advanced Content After Completing the Advanced Course: CPI offers a variety of advanced courses that incorporate additional content specific to verbal skills, physical skills, persons with autism or dementia, and those impacted by trauma. To use this content, you need to attend a CPI Advanced Renewal Course to become thoroughly familiar with the course content. If you have not attended an Advanced Renewal and you team teach with an Instructor who has, you are to limit yourself to the review of *Nonviolent Crisis Intervention*[®] content. You will also only receive half credit for your training hours.

Reinforce the Philosophy of Care, Welfare, Safety, and SecuritySM: It is important that you incorporate references in your training to advancing *Care, Welfare, Safety, and Security*SM for all stakeholders at your organization. This is an underpinning philosophy of *Nonviolent Crisis Intervention*[®] training. It starts with how you model and demonstrate your commitment to this belief within your own trainings. Treating all in the class with the maximum of respect, even when you are questioned or challenged; reviewing the Due Care rules to model staff safety; and demonstrating exercises first before participants try them are just some examples of how you can make this concept come to life in your trainings.

For any questions related to your *Nonviolent Crisis Intervention*[®] Instructor Manual or this document, please feel free to contact CPI at **877.877.5390**.