

Verbal Intervention™ Training, 3rd Edition

CONTENT OUTLINE



Programme Summary and Philosophy

CPI's Verbal Intervention™ 3rd Edition Instructor Certification Programme models the course that the Certified Instructor will be teaching back at their organisation and provides Instructor Training for participants to gain knowledge and practice related to teaching the course and integrating it within your organisation.

The Verbal Intervention™ 3rd Edition course provides staff with an effective framework for preventing, de-escalating, and safely responding to crisis behaviour. The programme introduces how to apply knowledge of brain and behaviour to understand distress behaviour and the reasons for distress. Participants will look at analysing the risk of behaviour and identifying strategies to mitigate the risk. They'll practise strategies to identify escalating behaviours 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 SecuritySM and using trauma-informed and person-centred 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 recognise opportunities to learn prevention strategies in the aftermath of a crisis.

The blended programme is comprised of two parts. Part one is an online course, Verbal Intervention™ training, which provides the core programme content. Part two is one live virtual or In Person day that focuses on application of Verbal Intervention™ content and Instructor Training.

Crisis Prevention Institute trains and certifies designated people from your organisation. 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 organisation 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 practised 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 programme. Participants will also complete teach backs of the content.

Programme Objectives

- Use the philosophy of Care, Welfare, Safety, and SecuritySM and a person-centred and trauma-informed approach when responding to a person in distress.
- Interpret distress behaviours and address the cause of the behaviour to de-escalate the situation.
- Assess risk of behaviour using the Decision-Making MatrixSM and identify preventive strategies to mitigate risk.
- Identify and respond appropriately to various levels of crisis behaviours.
- Manage your own emotional responses to distress behaviour.
- 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 behaviours.
- Use the Decision-Making MatrixSM in the moment of Risk Behaviour to determine Safety Interventions that represent a reasonable, proportionate, least restrictive, and last-resort course of action.
- Use safety intervention strategies to maximise safety and minimise harm in situations where behaviour 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.

CPI Instructor Certification Programme Components - BLENDED DELIVERY

Programme Hours – Blended delivery

The 10-hour CPI Instructor Certification Programme includes:

PART 1: Completion of 3.5 hours of Verbal Intervention™ 3rd Edition online training.

PART 2: Participation in 6.5 hours of Verbal Intervention™ 3rd Edition activities and either live virtual or in person Certified Instructor training that includes: preparing to teach the adult learner, comprehensive Instructor training practicum, 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 programme components and successful passing exam score (80%).

Part 1: Online Course

Verbal Intervention™ Training, 3rd Edition	
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES
Introduction	State the learning expectations and guidelines for the training. Explore the philosophy of the training.
Module 1: Understanding Behaviour and its Risk	Interpret the brain's response to threat as one of the causes of distress behaviour. Explain how to identify the level of risk of the behaviour and identify preventive strategies to mitigate risk.
Module 2: The CPI Crisis Development ModelSM	Identify behaviour using the CPI Crisis Development Model SM . Identify staff approaches effective in responding at each behaviour level to prevent further escalation.
Module 3: Integrated Experience	Explore underlying causes of behaviour; recognise the need to maintain consistent, calm behaviour in a crisis; and understand how the behaviour of one person impacts the behaviour of others.
Module 4: Supportive Communication Skills	Describe communication strategies to positively impact an individual's behaviour and prevent or de-escalate a crisis. Identify how to prepare for a difficult conversation.
Module 5: Responding to Defensive Behaviours	Identify stages of defensive behaviour using the Verbal Escalation Continuum SM . Identify intervention strategies that are most effective at each stage.
Module 6: Safety Interventions	In the moment of Risk Behaviour, 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 behaviour.
Module 7: Post-Crisis	Describe a framework that helps guide staff through the process of establishing Therapeutic Rapport and learning after a crisis. List coping strategies to build your resilience.
Conclusion and Assessment	Summarise the training. Complete an online quiz and survey prior to classroom training.
TOTAL TIME: 3.5 Hours	

Part 2: Live Classroom Day (Virtual or In person)

Verbal Intervention™ Training, 3rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Introduction	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.	20 minutes
Module 1: Understanding Behaviour and its Risk	Interpret the brain's response to threat as one of the causes of distress behaviour. Identify the level of risk of the behaviour and identify preventive strategies to mitigate risk.	20 minutes
Module 2: The CPI Crisis Development ModelSM	Identify behaviour using the CPI Crisis Development Model SM . Apply staff approaches effective in responding at each behaviour level to prevent further escalation.	20 minutes

Verbal Intervention™ Training, 3 rd Edition		
TRAINING COMPONENT	LEARNING INTENT AND OBJECTIVES	TIME NEEDED
Module 3: Integrated Experience	Explore underlying causes of behaviour; recognise the need to maintain consistent, calm behaviour in a crisis; and understand how the behaviour of one person impacts the behaviour of others.	20 minutes
Module 4: Supportive Communication Skills	Practise communication strategies to positively impact an individual's behaviour and prevent or de-escalate a crisis. Identify how to prepare for a difficult conversation.	25 minutes
Module 5: Responding to Defensive Behaviours	Identify stages of defensive behaviour using the <i>Verbal Escalation Continuum</i> SM . Use the appropriate intervention strategies that are most effective at each stage.	50 minutes
Module 6: Safety Interventions	In the moment of Risk Behaviour, choose interventions that are a last resort, reasonable and proportionate. Identify and apply non-restrictive interventions to keep self, others, and the person safe when crisis escalates to risk behaviour.	25 minutes
Module 7: Post-Crisis	Apply a framework that helps guide staff through the process of establishing Therapeutic Rapport and learning after a crisis.	30 minutes
Conclusion and Assessment	Reflect on new learning and complete an action plan.	15 minutes
Introduction to Instructor Training	Orients participants to becoming CPI Certified Instructors. Participants will: <ul style="list-style-type: none"> Identify the Certified Instructor's mission, terminology and support. Describe the role of a Certified Instructor. 	20 minutes
Instructional Goals and Facilitation Strategies	Develops awareness and understanding of effective methods for teaching the adult learner. Participants will: <ul style="list-style-type: none"> Determine best practice for organising training materials and maintaining programme continuity and consistency. Explain CPI learning modalities (blended and classroom). List principles and tips for training the adult learner. Explain how to use a variety of activity types and facilitation methods. Demonstrate their familiarity with <i>Verbal Intervention</i>TM Instructor Guide, Workbook, and Electronic Presentation. 	40 minutes
Purpose of Content	Participants will review each module of the programme, looking at it through the lens of an instructor and focusing on the purpose and objectives of each module. Participants will: <ul style="list-style-type: none"> Describe the learning objectives of each module. Explain the programme structure and how to connect concepts for ease of learning. 	45 minutes
Facilitation Practice/ Practicum Assignment	Applies facilitation strategies to assigned content area. Participants will: <ul style="list-style-type: none"> Demonstrate relevant facilitation techniques. Practise customising assigned content to work setting, using instructional guidance. Explore the roles and responsibilities of the Certified Instructor. 	60 minutes
TOTAL TIME:		6.5 Hours

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

Training Materials:

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

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

Instructor Kit: All participants who successfully complete this programme receive an Instructor Kit.

Please note:

- Organisational 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 programme option delivered.
- You are strongly encouraged to maintain a record of each programme you've facilitated and the names of the participants in those programmes.