

Welcome to the *Nonviolent Crisis Intervention*® training program! When you complete your upcoming 4-day program, you will be joining thousands of other Certified Instructors who train their coworkers in this safe, non-harmful behavior management system advocating for the best care, welfare, safety, and security for everyone involved in a crisis situation.

Developed by the Crisis Prevention Institute, the *Nonviolent Crisis Intervention*® training program is designed to manage the behavior of confrontational, disruptive or potentially out-of-control persons, even during the most violent moments. The *Nonviolent Crisis Intervention*® program is committed, first and foremost, to using all the verbal intervention strategies available to defuse potentially dangerous situations; hence, the majority of the training is focused on increasing our abilities and our confidence in intervening effectively at the verbal level. Only when a situation poses an immediate danger to an out-of-control individual or to other persons do we intervene with safe physical control techniques.

During the first two days, you will participate in 12 hours of training in recognizing the identifiable stages of escalation of an individual in a crisis moment and the corresponding staff responses to help the person(s) de-escalate. This highly interactive training, based on sound, proven educational methodologies that address a variety of adult learning styles, is the program you will be providing to your co-workers once you complete your certification.

Days three and four follow a “trainer the trainers” model. You will learn effective methods for teaching the program to your staff by providing you with in-depth understanding of the program curriculum, reinforcement of concepts, and extensive practice of all intervention strategies and controls taught in the first two days. You will also learn about the on-going and extensive support you will receive from the Crisis Prevention Institute and the International Association of *Nonviolent Crisis Intervention*® Certified Instructors.

Certification as an instructor means that staff have demonstrated their ability to teach the program through a practicum activity, demonstrated their ability to teach the physical controls through a competency-based assessment, satisfactorily completed a written comprehensive certification exam, attended the entire 24-hour training session, and demonstrated an attitude compatible with the program philosophy of care, welfare, safety and security.

You will want to dress comfortably, with sturdy shoes. Bring your questions and concerns and expect an active, interesting, and effective training!