

Owakihi Inc.  
**Training Summary Form**

I. Employee: Jeanette Anderson

NONVIOLENT CRISIS INTERVENTION / CPI 260

Credit Hours: \_\_\_\_\_

II. Description of Training Content

From the CPI model for Nonviolent Crisis Intervention: Review and instruction on how to implement positive support strategies for management of disruptive and assaultive behaviors: demonstrate effective de-escalation techniques to reduce the tension of an agitated person; identify alternatives if a person loses control and becomes violent; learn techniques to control one's own anxieties during interventions and maintain a professional attitude; self-care strategies; demonstrate varied intervention skills to maintain the care and welfare, safety and security for all involved. Importance of debriefing, self-care strategies, and reestablishing a positive relationship. Explain how CPI is applied to Owakihi Inc.'s policies and procedures, i.e. prohibited and permitted procedures, requirements for documentation, reporting and team review.

III. Instructional Methods

- PART I INTRODUCTION Nonviolent Crisis Intervention
- \_\_\_\_\_ PART II REFRESHER Nonviolent Crisis Intervention

IV. Competency Evaluations

- PART I INTRO: Certificate (2 yr) upon successful class completion, includes written test and observed skill demonstration
- \_\_\_\_\_ PART II REFRESHER: Certificate (2 yr) upon successful class completion, includes written test and observed skill demonstration

V. Training Dates and Times, as applicable

<u>PART I INTRODUCTION CPI</u>	Date: <u>3/13/2020</u>	Times: _____
	Date: _____	Times: _____
<u>PART II REFRESHER CPI</u>	Date: _____	Times: _____

Trainer Signature: 

Employee Signature: 

Trainer Signature: \_\_\_\_\_



Nonviolent Crisis Intervention® Training Program

# Post-Test

Name Jeanette Anderson Date 3-17-20

Organization \_\_\_\_\_

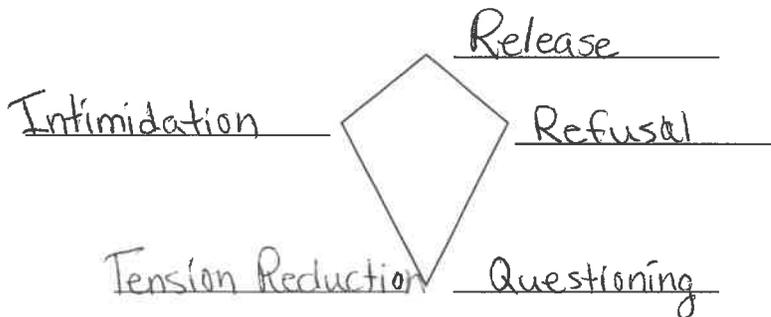
Phone 651-276-2888 Email jeanette.nett13@gmail.com

1. Complete the *Crisis Development Model*<sup>SM</sup>.

Crisis Development/Behavior Levels	Staff Attitudes/Approaches
1. Anxiety	1. Supportive
2. Defensive	2. Directive
3. Risk Behavior	3. Physical Intervention
4. Tension Reduction	4. Therapeutic Rapport

2. What is the value of learning the four levels and corresponding staff attitudes? During a time of escalation helps to determine a persons behavior level. Avoids overreacting.

3. Complete the *Verbal Escalation Continuum*<sup>SM</sup>.



4. Describe three reasons you should use the *Supportive Stance*<sup>SM</sup>.

- Communicate Respect
- Maintain Safety
- Non-Threatening

## Post-Test

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5. List two ways the Decision-Making Matrix model is used to consider risk.

Likelihood + Severity

6. What are the values that underpin this course?

Safety, respect.

Person centered

7. Postvention is used for:

- a. Staff only.
- b. The individual in crisis only.
- c. Staff and the individual in crisis.