

CONTENT OUTLINE

CPI *Verbal Intervention*TM Programme Blended - Adults

Programme Time: Classroom - 6.5 hours (390 minutes)

Programme Objectives

- Identify and know how to respond to various levels of crisis behaviours.
- Recognise how to manage your own consistent, calm behaviour in order to influence a positive outcome in a crisis situation.
- Learn strategies to strengthen non-verbal communication.
- Develop limit-setting strategies when verbally intervening to de-escalate defensive behaviours.
- Learn safety intervention strategies to maximise safety and minimise harm.
- Explore a framework to help guide staff and the individuals in distress through a process of re-establishing the relationship.

TRAINING COMPONENT	LEARNING OBJECTIVES	TRAINING METHODS	TOTAL TIME
Introduction	<ul style="list-style-type: none"> Establish the learning expectations and guidelines for the training. Relate the impact of crisis behaviour to participants' experiences in the workplace. 	Presentation Group discussion	30 minutes
Module 1: The CPI Crisis Development Model SM	<ul style="list-style-type: none"> Use the <i>Crisis Development ModelSM</i> to identify behaviours that indicate an escalation of behaviour. Learn appropriate and effective staff approaches to crisis behaviour. 	Presentation Group discussion Activity Knowledge check Reflection	50 minutes
Module 2: Integrated Experience	<ul style="list-style-type: none"> Assess how the behaviour of one person impacts the behaviour of others. Identify causes of behaviour and how you may positively impact outcomes. Recognise the need to maintain professionalism through Rational Detachment in the face of escalating behaviours. 	Presentation Group discussion Activity Knowledge check Reflection	50 minutes
Module 3: Communication Skills	<ul style="list-style-type: none"> Recognise how communication skills are important for building, strengthening, and maintaining rapport with individuals in crisis. Practise awareness of position, posture, and proximity in the use of the <i>Supportive StanceSM</i>. Practise a range of communication skills at different levels of the <i>Crisis Development ModelSM</i> including listening with empathy and non-verbal, verbal, and paraverbal skills. 	Presentation Group discussion Activity Knowledge check Reflection	70 minutes
Module 4: Responding to Defensive Behaviours	<ul style="list-style-type: none"> Identify different levels of defensive behaviour in the <i>Verbal Escalation ContinuumSM</i>. Examine and apply effective interventions for defensive behaviours. Identify steps to prepare for a difficult conversation. 	Presentation Group discussion Activity Reflection	80 minutes
Module 5: Safety Interventions	<ul style="list-style-type: none"> Examine environmental factors and approaches used to maintain safety. Apply how and when to use a coordinated approach. Define non-restrictive intervention strategies. 	Presentation Group discussion Activity Reflection	40 minutes

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Module 6: Post Crisis	<ul style="list-style-type: none"> • Explore Tension Reduction and how to re-establish the relationship after a crisis event. • Describe two key aspects of Post-Crisis management: support and learning. 	Presentation Group discussion Activity Knowledge check Reflection	40 minutes
Conclusion	<ul style="list-style-type: none"> • Action Plan • Training Evaluation • Classroom Test 	Activity Reflection	30 minutes