DIRECT DELIVERY PROGRAMME

Verbal Intervention™ Training, 3rd Edition - Classroom Delivery

CONTENT OUTLINE



Programme Summary and Philosophy

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 Security*SM 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.

Facilitation Methods

The live Virtual or In Person classroom course includes 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.

Programme Objectives

- Use the philosophy of *Care, Welfare, Safety, and Security*SM 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 Matrix*SM 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 Matrix*SM 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.

CRISIS PREVENTION INSTITUTE

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CPI *Verbal Intervention*™ Programme Components - CLASSROOM DELIVERY

Programme Hours – Classroom delivery

The 6.5-hour Programme includes:

Participation in 6.5 hours of *Verbal Intervention*™ 3rd Edition classroom activities.

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%).

Virtual or In Person Training Day

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.	**30 minutes**
Module 2: The CPI *Crisis Development Model*SM	Identify behaviour using the CPI *Crisis Development Model*SM. Apply staff approaches effective in responding at each behaviour level to prevent further escalation.	**45 minutes**
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.	**45 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.	**60 minutes**
Module 5: Responding to Defensive Behaviours	Identify stages of defensive behaviour using the *Verbal Escalation Continuum*SM. Use the appropriate intervention strategies that are most effective at each stage.	**80 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.	**40 minutes**
Module 7: Post-Crisis	Apply a framework that helps guide staff through the process of establishing Therapeutic Rapport and learning after a crisis.	**40 minutes**
Conclusion and Assessment	Reflect on new learning and complete an action plan.	**30 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.

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.

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