

Belleville Public Library (Ontario) and the Prepare Training® Program – Shannon Bryan

Introduction

This case study of Belleville Public Library is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“There is definitely a noticeable increase in confidence when dealing with disruptive situations at our library.”

“CPI has improved our staff de-escalation skills, overall safety, and has become ingrained in our training.”

Challenges

- Sought CPI training to:
 - Reduce disruptive incidents
 - Improve customer and employee interactions
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their organization as a library

Results

- Improved staff skills and confidence by 50–74% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by:
 - Improving customer and employee interactions
 - Improving staff skills and confidence

Organization Profile

Organization:
Belleville Public Library

Industry:
Cultural Institution

About Crisis Prevention Institute

CPI is a standard-setting resource for organizations that serve society's most vulnerable. Their proven model for staff training and personalized support empowers professionals who strive to sustain true cultures of compassion.

Learn More:

[Crisis Prevention Institute](#)