

Austin Public Library and the Prepare Training® Program – Patrick Walz

Introduction

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



“The Prepare Training® program is an excellent course. If your organization will fund it, do it.”

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

“Staff feel empowered with the knowledge they’ve gained from the course. Customers notice this and feel safer.”

Challenges

- Sought CPI training to reduce workplace violence.

Use Case

- Categorizes their organization as a library.

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Improved staff skills and confidence by 75–99% since implementing CPI de-escalation techniques.
- Achieved return on investment with CPI by:
 - Reducing disruptive incidents
 - Reducing workplace violence
 - Improving customer and employee interactions
 - Improving staff skills and confidence

Organization Profile

Organization:
City of Austin

Organization Size:
State & Local

Industry:
Government

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:

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