

Antlers Public Library (Oklahoma) and the Prepare Training® Program – Lisa Lempges

Introduction

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



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

“After implementing CPI training, our staff has more confidence in dealing with disruptive customers.”

“CPI training is very helpful in starting the conversation with staff about the ‘what if...’ The course is thought provoking and eye opening for younger staff who may not think there could ever be a problem in a library.”

Challenges

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

Organization Profile

Organization:
Antlers Public Library

Industry:
Cultural Institution

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:
 - Reducing disruptive incidents
 - Improving customer and employee interactions

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](#)