

David Suzuki Foundation (British Columbia) and the Prepare Training® Program – Catherine Gordon

Introduction

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



“CPI training is a great way to attain information and reteach it to other organizations.”

“CPI training is a financially viable way to provide extensive training to our entire organization, which is crucial for a nonprofit.”

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

“CPI training has provided staff and volunteers with more confidence to deal with potential issues and has reassured them that we take their safety and our reputation seriously.”

“While we haven’t had any incidents of workplace violence, the nature of our work can be polarizing and the general public can potentially be aggressive when they disagree. CPI gives essential skills to defuse potentially volatile situations before they can escalate.”

Challenges

- Sought CPI training to:
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their organization as an environmental charity

Results

- Improved staff skills and confidence by 50–74% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by improving staff skills and confidence

Organization Profile

Organization:
David Suzuki Foundation

Industry:
Non-profit

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](#)