

# The TJX Companies, Inc. and CPI Training – Albert White

## Introduction

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This case study of The TJX Companies, Inc. is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I believe in what CPI courses teach. It has been very successful at my facility.”

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

“CPI training has helped increase the confidence of the people I train. They feel they have a better understanding of communication with hostile individuals.”

## Challenges

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

### Company Profile

Company:  
**The TJX Companies, Inc.**

Company Size:  
**Fortune 500**

Industry:  
**Retail**

## Environment

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- Categorizes their organization as retail

## Results

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- Achieved return on investment with CPI by:
  - Improving customer and employee interactions
  - Improving staff skills and confidence

### 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](#)