

Non-Profit Organization — Alberta, Canada

Introduction

This case study of a non-profit is based on a March 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“CPI has definitely helped us, as trainers, work with staff to reduce physical behavior and give staff a better perspective on what causes aggressive or violent behavior and what needs to be done in response.”

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

“The concepts and techniques work. They also allow the trainers to customize the material.”

Challenges

Sought Nonviolent Crisis Intervention® training in order to:

- Meet regulatory compliance
- Reduce workplace violence rate
- Reduce workers' compensation claims
- Improve organizational culture
- Improve staff confidence in working with challenging clients
- Improve staff skills in managing behaviors

Environment

Categorizes their organization as:

We provide services for high-risk youth, foster care, adults with disabilities, children with disabilities, family intervention, and brain injuries.

Results

The surveyed organization achieved the following results with Crisis Prevention Institute:

- The enhanced content has helped with:
 - Their trainings are more relevant for more staff
 - The Decision-Making Matrix helps their staff analyze the degree, likelihood, and potential outcomes of risk behavior
 - The Opt-Out Sequence helps their staff reduce the duration and restrictiveness of physical engagement
 - The Physical Skills Evaluation Framework helps their staff consider the safety, effectiveness, acceptability, and transferability of any physical intervention.

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

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](#)