

Careline Lifestyles

Introduction

This case study of Careline Lifestyles is based on an April 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



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

“CPI gives staff a greater understanding of behaviours and correct approaches to de-escalating the situation as opposed to escalating it creating a more settled environment for all”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Crisis Prevention Institute:

- Sought CPI training because of the following:
 - Improve organisational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviours

Use Case

The key feature and functionality of Crisis Prevention Institute that the surveyed company uses:

- Categorises their environment as acute care.

Results

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

- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Reducing staff turnover
 - Reducing liability
 - Improving staff skills and confidence

Company Profile

Company:
Careline Lifestyles

Company Size:
Global 500

Industry:
**Telecommunications
Services**

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](#)