

Pioneer Library System (Oklahoma) and the Prepare Training® Program – Leon Sugg

Introduction

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

“After working in law enforcement for twenty-five years, CPI helped me to become more compassionate in dealing with the public.”

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

“Since using CPI de-escalation techniques, our staff have developed more confidence in dealing with situations that could have easily gotten out of control.”

Challenges

- 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

Organization Profile

Organization:
Pioneer Library System

Industry:
Cultural Institution

Environment

- Categorizes their organization as a library

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](#)

Results

- Reduced challenging/disruptive behaviors by 40–49% since implementing CPI de-escalation techniques
- Improved staff skills and confidence by 75–99% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by:
 - Reducing disruptive incidents
 - Reducing workplace violence
 - Reducing injuries and liability
 - Improving customer and employee interactions
 - Improving staff skills and confidence