

The J. Paul Getty Trust (California) and the Prepare Training® Program – Yana Polshina

Introduction

This case study of The J. Paul Getty Trust is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“After implementing CPI training, our staff are more knowledgeable and empowered with resources and information!”

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

“This training teaches how to respectfully handle and prevent potentially dangerous situations in the safest way.”

Challenges

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

Organization Profile

Organization:
The J. Paul Getty Trust

Industry:
Foundation

Environment

- Categorizes their organization as:
 - Retail
 - Higher education
 - Hospitality
 - Library
 - Business
 - Government/public service
 - Valuable Art Collection

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 over 50% 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
 - Reducing worker compensation claims
 - Improving customer and employee interactions
 - Improving staff skills and confidence
 - Meeting regulatory compliance