

Waukesha County Technical Institute Inc. (Wisconsin) and the Prepare Training® Program – Timothy Holloway

Introduction

This case study of Waukesha County Technical Institute (Inc) is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI has increased our staff and faculty’s confidence in dealing with difficult student and/or faculty interactions.”

“The CPI course material is very informative and the activities enhance the learning.”

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

Challenges

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

Environment

- Categorizes their organization as higher education

Results

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

Organization Profile

Organization:
**Waukesha County
Technical Institute (Inc)**

Industry:
Educational Institution

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](#)