

# McMan Youth and Family Services – Alberta

## Introduction

This case study of McMan Youth and Family Services is based on a June 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI’s philosophy is based on helping people in distress and recognizing behavior levels that require our attention.”

“Nonviolent Crisis Intervention® training is definitely improving staff confidence and skills.”

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

## Challenges

- Sought Nonviolent Crisis Intervention training to:
  - Improve organizational culture
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Environment

- Categorizes their organization / environment as family and youth.

## Results

- Agrees that the enhanced content has helped them, their staff, and their organization.
- Achieved return on investment with CPI by:
  - Meeting regulatory compliance
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**McMan Youth and Family Services**

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](#)