

# Arkansas Department of Parks & Tourism and the Prepare Training® Program – William Strain

## Introduction

This case study of Arkansas Department of Parks & Tourism is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“This is good training that’s common-sense based.”

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

“CPI training improved our staff confidence levels.”

## Challenges

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

## Environment

- Categorizes their organization as government/public service.

## Results

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

### Organization Profile

Organization:  
**Arkansas Department of Parks & Tourism**

Organization Size:  
**State & Local**

Industry:  
**Government**

### 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](#)