CRISIS PREVENTION INSTITUTE CASE STUDY

Pioneer Library System (Oklahoma) and the Prepare Training® Program – Louise Whitaker

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.

" "CPI training has been a valuable training for our staff, and it would be an asset to other libraries."

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

"After implementing CPI training, our staff are more consistent in interactions with customers, and don't show favoritism. They are more confident when they have to address a customer who is misbehaving and customers are respected, even if we have to ask them to leave. "

Challenges

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

Environment

- Categorize their organization as a library

Results

- Improved staff skills and confidence by 75—99% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by:
    - Reducing worker compensation claims
    - Improving customer and employee interactions
    - Improving staff skills and confidence

Organization Profile

Organization:
Pioneer Library System

Industry:
Cultural 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

Source: Louise Whitaker, Education, Training, and Development Professional, Pioneer Library System

Research by **TechValidate** by SurveyMonkey