

# Baker College (Michigan) and the Prepare Training® Program – Gregory Rumpz

## Introduction

This case study of Baker College is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.

“CPI instilled confidence within our staff to know how to respond to disruptive individuals and de-escalate crisis situations.”

“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 staff skills in managing behaviors

## Environment

- Categorizes their organization as higher education

## 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
  - Improving staff skills and confidence

### Organization Profile

Organization:  
**Baker College**

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](#)