

# Catholic Charities of the Diocese of St. Cloud (Minnesota) and the Prepare Training® Program – Lana Faber

## Introduction

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This case study of Catholic Charities Of The Dioc is based on an August 2016 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI training provides great basic information and training on safety, respect, and service.”

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

“CPI training provided our staff with the confidence to handle clients, and de-escalate potential crisis situations.”

## Challenges

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

## Environment

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- Categorizes their organization as a nonprofit

## Results

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- Improved staff skills and confidence by 50–74% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by improving staff skills and confidence

### Organization Profile

Organization:  
**Catholic Charities Of The Dioc**

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](#)