

Waukesha County Technical College (Wisconsin) and the Prepare Training® Program – Tim Greene

Introduction

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



“I have used CPI techniques in real-life situations, and they work!”

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

“After implementing CPI training, our employees can add these skills to their toolbox to recognize changes in behavior that need to be addressed before they can escalate. CPI training has become an important part of the Behavioral Intervention Team (BIT) processes.”

Challenges

- Sought CPI training to:
 - Reduce disruptive incidents
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorize their organization as higher education

Results

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

Company Profile

Company:
CHN Ipn

Company Size:
Small Business

Industry:
Health Care

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](#)