

Spartanburg County Public Libraries (South Carolina) and the Prepare Training® Program – Joan Blalock

Introduction

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

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

“The skills learned from CPI training give employees confidence to meet the daily challenges of public service.”

“As an Instructor and a participant, I have seen the methods and techniques of CPI work in real life.”

Challenges

- Sought out 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

- Categorizes their organization as a library

Results

- Improved staff skills and confidence by 100% since implementing CPI de-escalation techniques
- Achieved return on investment with CPI by:
 - Reducing disruptive incidents
 - Improving customer and employee interactions
 - Improving staff skills and confidence

Organization Profile

Organization:
Spartanburg County Public Libraries

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](#)