

Baker College (Michigan) – Paul Zang

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.



“I’ve been teaching CPI since the 1990s and the program has consistently been well received with good evaluations over all these years.”

“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 customer and employee interactions
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their organization as higher education.

Results

- Achieved return on investment with CPI by 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](#)