

## The J. Paul Getty Trust – California: Stefanie Scott

“[With the Prepare Training® program], our staff maintains a more aware, objective, and professional attitude when responding to an agitated individual (staff, visitors, contractors). Staff respond nonjudgmentally and do not assume anything, [reminding each other], ‘It’s not about you. Who knows what happened before the visitor came here.’”

As a result, they achieved return on their investment with CPI by:

- Reducing disruptive incidents
- Reducing workplace violence
- Reducing injuries and liability
- Improving customer and employee interactions
- Improving staff skills and confidence by 75—99%

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Source: Stefanie Scott, Security Professional, The J. Paul Getty Trust



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